

## Oracle Consulting Group

Bid Contact **Shannan Ighodaro**  
**ighodaro2012@gmail.com**  
**Ph 305-343-5006**

Address **1040 W Prospect Road Suite C**  
**Oakland Park , FL 33309**

Qualifications **CBE SBE**

Bid Notes **Pursuant to Florida Public Records Law, Oracle Cleaning Company Claims Confidentiality in its Financial Statements**

Item #	Line Item	Notes	Unit Price	Qty/Unit	Attch.	Docs
BLD2124561P1--01-01	Initial 2-Year Term - Janitorial Services	<b>Supplier Product Code:</b>  <b>Supplier Notes:</b> Pursuant to Florida Public Records Law, Oracle Cleaning Company Claims Confidentiality in its Financial Statements	<b>First Offer -</b>	1 / n/a	Y	Y
Supplier Total						<b>\$0.00</b>

**Oracle Consulting Group**

Item: **Initial 2-Year Term - Janitorial Services**

**Attachments**

Section 1.1 Resume - Erhabor.pdf  
Section 1.1 Resume - Shannan.pdf  
Section 1.2 Resume - ErhaborPM.pdf  
Section 1.2 Resume - CalvinAPM.pdf  
Section 1.2 Resume - EleshaQCM.pdf  
Section 1.2 Resume - MartelS1.pdf  
Section 1.2 Resume - JuanS2.pdf  
Section 2.1 Vendor Experience.pdf  
Section 2.2 Staffing.pdf  
Section 3.1 Reference - RJS Construction.pdf  
Section 3.1 Reference - Northside.pdf  
Section 3.1 Reference - Fontainebleau.pdf  
Section 3.1 Reference - Bravo.pdf  
Section 3.1 Reference - GnD Construction.pdf  
Section 4.1 Transition Plan.pdf  
Section 4.2 Staffing.pdf  
Section 4.3 Equipment Plan.pdf  
Section 4.4 Training Program.pdf  
Section 4.5 Green Cleaning Program.pdf  
Section 4.6 Quality Control Program.pdf  
Section 6.1 Price Sheet - Agreement 1.pdf  
Section 6.1 Price Sheet - Agreement 2.pdf  
Section 6.1 Price Sheet - Agreement 3.pdf  
Section 6.1 Price Sheet - Agreement 4.pdf  
Section 6.1 Price Sheet - Agreement 5.pdf  
Section 6.2 Financial Statement - 2020.pdf  
Section 6.2 Financial Statement - 2021.pdf  
Section 6.2 Insurance.pdf  
Section 6.2 Business Tax Receipt - Broward County.pdf  
Oracle Business Tax Receipt City of Oakland2022.pdf



## ERHABOR IGHODARO, PHD

Administrator, manager and business development consultant with many years of experience in the janitorial services and commercial cleaning industry.

### EXPERIENCE

03/15/21 – Present

#### **JANITORIAL ACCOUNT MANAGER**

Bombardier New Aircraft Service Center (Opa-Locka Airport)  
Establishment and maintenance of work performance standards  
Maintenance of quality service  
Enforcement of customer service standards; analysis and resolution of customer Service' issues; forecasting and troubleshooting.  
Provision of guidance to Account Supervisors on issues related to performance management, recruitment, staffing and training.  
Training of staff on LEED certifications and OSHA standards.

01/14/19 – 02/21/20

#### **JANITORIAL PROJECT MANAGER**

G&D Construction and Janitorial Services (Homestead Project)  
**Manage, supervise and coordinate activities of forty-two workers engagement in the janitorial services contract.**  
Inspect work product to ensure compliance with specifications and performance Standards.  
Employee recruitment, hiring and training.  
Budget management.

07/01/97 – 08/15/02

#### **JANITORIAL MANAGER**

ARAMAC Janitorial Services (Florida Memorial University)  
Attend ABM training workshops  
Develop operational improvement plans for the company.  
Maintenance and monitoring of work schedules of all personnel, including the preparation and submission weekly payroll.

### EDUCATION

NOVA SOUTHEASTERN UNIVERSITY  
PHD in Conflict Analysis & Resolution

ST. THOMAS UNIVERSITY  
MS in Management

FLORIDA MEMORIAL UNIVERSITY  
BS in Criminal Justice

### COMPETENCIES

- Organizational and issue management
- Communications/Conflict Management
- LEED, OSHA, EPA and Environmental regulations
- Security, Inventory and Property Management
- Adroit Multitasking



**SHANNAN IGHODARO, MBA**

Corporate executive with many years of experience in the janitorial and commercial cleaning industry, and an organizational leader with a distinguished background in human resource management, personnel training, capacity building, corporate sourcing, finance and accounting.

**EXPERIENCE**

- 03/15/21 – Present      **CHIEF CONTRACT OFFICER**  
Bombadier New Aircraft Service Center (Opa-Locka Airport)  
Contract compliance  
Provide Total Quality Management  
Risk Management and Conflict Resolution
- 05/1/21-Present      **CHIEF CONTRACT OFFICER**  
IMC Property Management (Lauderhill, FL)  
Contract compliance  
Provide Total Quality Management  
Risk Management and Conflict Resolution
- 01/15/21 – Present      **JANITORIAL ACCOUNT MANAGER**  
Bravo Supermarket (Miami, FL)  
Establishment and maintenance of work performance standards  
Maintenance of quality service  
Enforcement of customer service standards; analysis and resolution of customer  
Service' issues; forecasting and troubleshooting.  
Provision of guidance to Account Supervisors on issues related to performance  
management, recruitment, staffing and training.  
Training of staff on LEED certifications and OSHA standards.
- 01/1/04 – 03/21/09      **CHIEF CONTRACT OFFICER**  
G&D Construction and Janitorial Services (Homestead Project)  
IMC Property Management (Lauderhill, FL)  
Contract compliance  
Provide Total Quality Management  
Risk Management and Conflict Resolution

**EDUCATION**

NOVA SOUTHEASTERN UNIVERSITY  
**MBA Wayne Huizenga School of Business**

FLORIDA MEMORIAL UNIVERSITY  
**BS in Accounting**

**COMPETENCIES**

- Accounting and Financial Management
- Organizational and issue management
- Total Quality Management
- LEED, OSHA, EPA and Environmental regulations
- Security, Inventory and Property Management





## ERHABOR IGHODARO, PHD

Administrator, manager and business development consultant with many years of experience in the janitorial services and commercial cleaning industry.

### EXPERIENCE

03/15/21 – Present

#### **JANITORIAL ACCOUNT MANAGER**

Bombardier New Aircraft Service Center (Opa-Locka Airport)  
Establishment and maintenance of work performance standards  
Maintenance of quality service  
Enforcement of customer service standards; analysis and resolution of customer Service' issues; forecasting and troubleshooting.  
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01/14/19 – 02/21/20

#### **JANITORIAL PROJECT MANAGER**

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07/01/97 – 08/15/02

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ST. THOMAS UNIVERSITY  
MS in Management

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BS in Criminal Justice

### COMPETENCIES

- Organizational and issue management
- Communications/Conflict Management
- LEED, OSHA, EPA and Environmental regulations
- Security, Inventory and Property Management
- Adroit Multitasking



## CALVIN ALEXANDER

### ASSISTANT PROJECT MANAGER

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#### Objective

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I have an exceptional ability to complete any task, pay attention to detail and inspire productivity in work teams and I am always looking for opportunities to challenge myself and my workers.

#### Highlights

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- Operations management
- Policy program development
- Detail Oriented
- Process Implementation
- Complex Problem solving
- Hiring and Retention
- Leadership Development
- Compensation Management
- Data Analytics and Software Management
- Inventory Control
- Accounting & Book Keeping
- Time Management
- Preventative Maintenance
- MSDS Knowledge
- Systems Implementation
- Calm under pressure
- Sound Judgment
- Training and Development
- LEED training
- EPA
- OSHA

#### Experience

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##### Project Manager

2014-Current

Oracle Cleaning Company

- Management of 9 teams 45 employees

##### Project Manager

2010-2014

G & D Construction & Janitorial Services

- Management of janitorial staff of 38 workers

#### Education

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Florida Memorial University

BS in Management



**ELESHA SMITH-ALYN**

**EXPERIENCE**

**QUALITY ASSURANCE/QUALITY CONTROL MANAGER**

2017-Current

Oracle Cleaning Services

- Supervises staff to include hiring, training, evaluating performance, providing compensation recommendation, and determining disciplinary actions when necessary. Manages the implementation and administration of programs, tools and initiatives to ensure quality products and services such as LEED certified and environmentally safe cleaning products and equipment.
- Report issues to the President/CEO and issue Nonconforming Reports (NCRs) for non-conforming work, processes or product.
- Conduct safety meetings, evaluations and trainings.
- Develops and improves products in order to increase customer satisfaction.
- Advising and assisting in the selection training, appraisal and development of OSHA, EPA, LEED and other federal and statutory regulations.
- Use statistical methods to track quality
- Collaborates with Project Manager to address concerns and make recommendations for improvements both proactively and reactively.

**ACCOUNTS MANAGER AND QUALITY CONTROLLER**

1996-2017

Jackson Memorial Hospital

- Developing and managing the established QA/QC program, ensure compliance and make reports to Hospital Administrator.

**EDUCATION**

St. Thomas University

MS in Healthcare Administration

University of Miami

BS in Accounting

**COMPETENCIES**

Certified Case Manager (CCM)

Certified Blood Pathogen Examiner (CBPE)

Certified Professional in Healthcare Risk Management (CPHRM)

Certified Outpatient Coder (COC)

Disaster Management

EMS

OSHA

LEED



## MARTEL WILLIAMS

### **SUPERVISOR**

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#### Objective

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Energetic multi-facility maintenance manager with over 35 years of experience as zone superintendent with the 4<sup>th</sup> largest school district in the nation and has served as shift supervisor for Oracle Cleaning for the last five years.

#### Highlights

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- Janitorial Equipment Orientation
- Customer service focus
- Hiring and Retention
- Employee Relations
- Staff leadership training and development
- Inventory Control
- Preventative Maintenance
- Supervision and training
- Systems implementation
- Asbestos Training
- Licensed Plumber
- Licensed Electrician

#### Experience

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##### Shift Supervisor

2014-Current

Oracle Cleaning Company

- Managed 3 teams consisting of 15 workers

##### Zone Superintendent

1976-2013

Miami Dade County Public Schools

- Supervision of custodial and janitorial staff of a region comprising 35 employees

#### Training

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##### **Disaster Management**

**EMS**

**OSHA**

**LEED**



## JUAN ROMERO

### **SUPERVISOR**

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#### Objective

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To manage a multidimensional project by harnessing the talent of a diverse workforce in achieving organizational goals.

#### Highlights

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- Excellent communicator
- Bi lingual
- Detail Oriented
- Process Implementation
- Training and Development
- Hiring and Retention
- Complex Problem Solving
- Time Management
- Sound Judgment

#### Experience

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##### Shift Supervisor

2016-Current

Oracle Cleaning Company

- Supervision of a team of 8 employees

##### Shift Supervisor

2010-2016

G & D Construction & Janitorial Services

- Supervision of janitorial staff of 25 workers

#### Education

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Miami Dade College

AA Degree in Communications



**VENDOR EXPERIENCE**

#	CONTRACT NAME	SCOPE OF WORK	START/END DATE	VALUE	NAME OF AGENCY	FACILITY ADDRESS	FLOORS	SQ. FT	# OF DAY(S)	# OF VENDOR EMPLOYEES	# OF DAILY USERS	HOURS OF OPERATION	BACK-GROUND CHECKS	GREEN CLEANING
1	Northside Project	Daily cleaning, sanitizing, maintenance and porter services including the furnishing of supplies to maintain the Northside shopping mall	10/1/21 - Present	\$264,000	IMC Equity Group	7900 NW 27 Avenue Miami FL 33147	2	98,000	6	120	9000	8:30 AM - 8:30 PM	Yes	Yes
2	Gardens Promenade	Daily cleaning, property maintenance and porter services including the furnishing of supplies to maintain the exterior of the Gardens Promenade property	8/30/21 - Present	\$67,200	IMC Equity Group	17980 NW 27 Avenue Miami Gardens FL 33056	1	185,000	7	28	6500	9:00 AM - 10:00 PM	Yes	No
3	Lauderhill Mall	Daily cleaning, sanitizing, maintenance and porter services including the furnishing of supplies to maintain the Northside shopping mall	8/30/22 - Present	\$108,000	IMC Equity Group	1267 NW 40 Avenue Lauderhill FL 33313	1	72,000	7	52	6000	8:30 AM - 8:30 PM	Yes	Yes
4	Bombardier	Post Construction cleaning, sanitization and maintenance of hanger at Opa-Locka Airport	4/15/21 - Present	\$155,900	Fontainebleau Construction, Inc.	14201 NW 42 Avenue Opa-Locka FL 33054	2	42,000	5	16	240	9:00 AM - 5:00 PM	Yes	Yes
5	Miami Dade Police Building	Post construction cleaning, sanitization provided for Miami Dade Police Department	3/1/20 - 5/30/20	\$9,000	McKenzie's Cleaning, Inc.	9105 NW 25 Street Doral, FL 33172	1	11,000	5	65	930	9:00 AM - 5:00 PM	Yes	Yes

6	Homestead Project	Homestead Princeton Park Project	1/14/19 - 2/21/20	\$8,000	G&D Construction Cleaning and Janitorial Services Corporation	13105 SW 248 Street Homestead, FL	4	126,000	7	25	1600	8:00 AM - 8:00 PM	Yes	No
7	Bravo	Daily cleaning, sanitizing, maintenance and porter services including the furnishing of supplies to maintain the Bravo Supermarket location in Miami Garden	2/24/13 - 3/30/14	\$75,000	Bravo Supermarket	18200 NW 27 Avenue Miami Gardens FL 33056	1	23,000	7	17	1350	8:00 AM - 8:00 AM	Yes	No
8	Opa-Locka Cultural Arts Center	Post construction cleaning, sanitization provided for the City of Opa-Locka Cultural Arts Center	7/30/21 - 8/30/21	\$6,000	RJS Construction	675 Ali Baba Avenue Opa-Locka FL 33054	2	8,000	5	23	234	9:00 AM - 5:00 PM	Yes	Yes



**STAFFING**

<b>POSITION</b>	<b>SUB-TOTAL</b>	<b>TOTAL</b>
Full-Time Management	5	
Full-Time Supervisor	7	
Part-Time Management	1	
Part-Time Supervisor	8	
Full-Time Workers	36	
Part-Time Workers	12	
	<b>69</b>	<b>69</b>



**Vendor Reference Verification Form for RFPs, RLIs and RFQs**

Broward County Solicitation No. and Title:

BLD2124561P1, Janitorial Services for County Facilities

Reference for: ORACLE CONSULTING GROUP

Organization/Firm Name providing reference: RJS CONSTRUCTION, INC.

Contact Name: RODERICK SPENCER Title: PRESIDENT Reference date: 9/7/22

Contact Email: INFO@RJS CONSTRUCTS.COM Contact Phone: 786-443-5346

Name of Referenced Project: OPA-LOKA CULTURAL ARTS CLEANING PROJECT

Contract No. Date Services Provided: 7/30/21 - 8/31/21 Project Amount: \$5,000.00

Vendor's role in Project:  Prime Vendor  Subconsultant/Subcontractor

Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**

POST CONSTRUCTION CLEANING.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Project completed within budget	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Cooperation with:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. Your Firm	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Subcontractor(s)/Subconsultant(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regulatory Agency(ies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

**\*\*\*THIS SECTION FOR COUNTY USE ONLY\*\*\***

Verified via:  EMAIL  VERBAL Verified by: \_\_\_\_\_ Division: \_\_\_\_\_ Date: \_\_\_\_\_

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.



**Vendor Reference Verification Form for RFPs, RLIs and RFQs**

Broward County Solicitation No. and Title:

BLD2124561P1, Janitorial Services for County Facilities

Reference for: ORACLE CONSULTING GROUP, LLC

Organization/Firm Name providing reference: NORTHSIDE PROPERTY MANAGEMENT

Contact Name: SHEILA JOHNSON Title: PROPERTY MANAGER Reference date: 09/08/2022

Contact Email: SHEILA.JOHNSON@NORTHSIDEPROPERTY.COM Contact Phone: (786) 541-4764

Name of Referenced Project: NORTHSIDE SHOPPING CENTER

Contract No. \_\_\_\_\_ Date Services Provided: 10/01/2021 - CURRENT Project Amount: \$264,000.00

Vendor's role in Project:  Prime Vendor  Subconsultant/Subcontractor

Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

Description of services provided by Vendor: DAILY CLEANING OF SHOPPING CENTER.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Project completed within budget	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Cooperation with:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Your Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Subcontractor(s)/Subconsultant(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regulatory Agency(ies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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**Vendor Reference Verification Form for RFPs, RLIs and RFQs**

Broward County Solicitation No. and Title:

BLD2124561P1, Janitorial Services for County Facilities

Reference for: ORACLE CONSULTING GROUP, LLC DBA ORACLE CLEANING COMPANY

Organization/Firm Name providing reference: FONTAINEBLEAU CONSTRUCTION, INC.

Contact Name: ALEJANDRO JURADO Title: ASSIST. PROJECT MANAGER Reference date: 9-8-22

Contact Email: AJURADO@FBDEV.COM Contact Phone: 305-796-3088

Name of Referenced Project: BOMBARDIER

Contract No. 001-01-530 Date Services Provided: 4-15-2021 TO PRESENT Project Amount: \$155,900.00

Vendor's role in Project:  Prime Vendor  Subconsultant/Subcontractor

Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

Description of services provided by Vendor: POST CONSTRUCTION (ROUGH / FINAL) CLEANING OF AIRPORT HANGER.

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Project completed within budget	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Cooperation with:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Your Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Subcontractor(s)/Subconsultant(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regulatory Agency(ies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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**Vendor Reference Verification Form for RFPs, RLIs and RFQs**

Broward County Solicitation No. and Title:

BLD2124561P1, Janitorial Services for County Facilities

Reference for:

*Orcale Consulting Group, LLC.*

Organization/Firm Name providing reference:

*Bravo Super Markets*

Contact Name:

*Richard Osayuwu*

Title:

*President*

Reference date:

*Sept 7, 2012*

Contact Email:

*r.osayuwu@yahoo.com*

Contact Phone:

*(205) 896-3479*

Name of Referenced Project:

*Store Maintenance*

Contract No. *244-1*

Date Services Provided:

*February 24, 2013 - March 30, 2014*

Project Amount:

*\$75,500.00*

Vendor's role in Project:  Prime Vendor  Subconsultant/Subcontractor

Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

Description of services provided by Vendor:

*Annual Contract for Store Maintenance*

Please rate your experience with the referenced Vendor:

Needs Improvement

Satisfactory

Excellent

Not Applicable

1. Vendor's Quality of Service

- a. Responsive
- b. Accuracy
- c. Deliverables

2. Vendor's Organization:

- a. Staff expertise
- b. Professionalism
- c. Turnover

3. Timeliness of:

- a. Project
- b. Deliverables

4. Project completed within budget

5. Cooperation with:

- a. Your Firm
- b. Subcontractor(s)/Subconsultant(s)
- c. Regulatory Agency(ies)

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

\*\*\*THIS SECTION FOR COUNTY USE ONLY\*\*\*

Verified via:  EMAIL  VERBAL Verified by: \_\_\_\_\_ Division: \_\_\_\_\_ Date: \_\_\_\_\_

All information provided to Broward County is subject to verification. Vendor acknowledges that inaccurate, untruthful, or incorrect statements made in support of this response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to the Broward County Procurement Code.



**Vendor Reference Verification Form for RFPs, RLIs and RFQs**

Broward County Solicitation No. and Title:

BLD2124561P1 Janitorial Services for County Facilities

Reference for: Oracle Consulting Group

Organization/Firm Name providing reference:

GSD Construction Cleaning and Janitorial Services Corporation

Contact Name: Gary Johnson Title: President Reference date: 08-31-2022

Contact Email: gsdcleaningcorp@gungil.com Contact Phone: 786-337-3344

Name of Referenced Project: Homestead Project

Contract No. \_\_\_\_\_ Date Services Provided: 01-14-2019 To 02-21-2020 Project Amount: \$8,000

Vendor's role in Project:  Prime Vendor  Subconsultant/Subcontractor

Would you use this vendor again?  Yes  No If No, please specify in Additional Comments (below).

**Description of services provided by Vendor:**

Please rate your experience with the referenced Vendor:	Needs Improvement	Satisfactory	Excellent	Not Applicable
1. Vendor's Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Responsive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Vendor's Organization:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Staff expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Turnover	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Timeliness of:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Project	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Deliverables	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Project completed within budget	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Cooperation with:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
a. Your Firm	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Subcontractor(s)/Subconsultant(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Regulatory Agency(ies)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Comments: (provide on additional sheet if needed)

\*\*\*THIS SECTION FOR COUNTY USE ONLY\*\*\*

Verified via:  EMAIL  VERBAL Verified by: \_\_\_\_\_ Division: \_\_\_\_\_ Date: \_\_\_\_\_

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TRANSITION PLAN

**AGREEMENT FIRM'S READINESS FOR CONTRACT  
NUMBER**

**APPROACH FOR NEW CONTRACTS**

I We have properly reviewed every item in this solicitation and we have determined that the staffing needs and work hours required for each of the locations in this agreement **Government Center (2,890 hours), Annex Building (889 hours), 350 Garage Training Center (8 hours), ERP & Print Shop Building (102 hours)** is consistent with the staffing capacity, training and job readiness for our firm. We have the machinery, equipment and supplies to meet the requirements of this contract. Our company's machines and cleaning supplies that has been designated for this job is in our company's storage facility and ready for use on day one.

All of our employees have undergone the required background checks and this project would be led by our Project Manager Erhabor Ighodaro, PhD, an individual with over thirty-five years' experience in the janitorial cleaning industry and supported by a leadership team with complementary backgrounds to ensure that we provide the most cost effective, efficient and quality service that is responsive to the bid documents.

Our firm recognizes that there is a need to integrate appropriate strategies in achieving our goal of maintaining the highest quality of clean facilities that will satisfy Broward County. As such, our strategy to meet and exceed quality standards is predicated upon an efficient and adequate supply of qualified workers in a manner that saves the county time and money. At Oracle, we are committed to the motto "*we keep it clean*", we always accomplish our goal on time and on budget. We use appropriate technology to monitor work products in a manner that eliminates waste, duplicity and redundancy. We will maintain strict adherence to minimum proposed hours and we make no exceptions to service hours as specified in the solicitation.

Our cleaning schedule properly contemplates the delivery of cleaning and janitorial services without any interruptions to the activities and daily operations of any facility.

Our integrated approach to cleaning and quality assurance also recognizes that areas with high traffic will be given the type of maximum attention sufficient to provide an indistinguishable appearance to the public as well as the highest standards of our quality assurance program.

Our firm recognizes the uniqueness of every contract and we let our client's needs dictate the particulars of our approach to each project.

We typically safeguard the integrity of every new contract with what we call the **3% rule** which means that we have at least three percent overage in the amount of staffing, machinery and supply requirements for each contract. We give our client's peace of mind. We know that things may happen and that change is constant. From experience we have been able to develop the **3% rule** which serves as a minimum standard for our forecasting and envisioning tool to help mitigate issues that may arise in a new contract situation.

II We have properly reviewed every item in this solicitation and we have determined that the staffing needs and work hours required for the location identified in this agreement **Main Library (2,985 hours)** is consistent with the staffing capacity, training and job readiness for our firm. We have the machinery, equipment and supplies to meet the requirements of this

Our firm recognizes the uniqueness of every contract and we let our client's needs dictate the particulars of our approach to each project.

contract. Our company's machines and cleaning supplies that has been designated for this job is in our company's storage facility and ready for use on day one.

All of our employees have undergone the required background checks and this project would be led by our Project Manager Erhabor Ighodaro, PhD, an individual with over thirty-five years' experience in the janitorial cleaning industry and supported by a leadership team with complementary backgrounds to ensure that we provide the most cost effective, efficient and quality service that is responsive to the bid documents.

Our firm recognizes that there is a need to integrate appropriate strategies in achieving our goal of maintaining the highest quality of clean facilities that will satisfy Broward County. As such, our strategy to meet and exceed quality standards is predicated upon an efficient and adequate supply of qualified workers in a manner that saves the county time and money. At Oracle, we are committed to the motto "*we keep it clean*", we always accomplish our goal on time and on budget. We use appropriate technology to monitor work products in a manner that eliminates waste, duplicity and redundancy. We will maintain strict adherence to minimum proposed hours and we make no exceptions to service hours as specified in the solicitation.

Our cleaning schedule properly contemplates the delivery of cleaning and janitorial services without any interruptions to the activities and daily operations of any facility.

Our integrated approach to cleaning and quality assurance also recognizes that areas with high traffic will be given the type of maximum attention sufficient to provide an indistinguishable appearance to the public as well as the highest standards of our quality assurance program.

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III

We have properly reviewed every item in this solicitation and we have determined that the staffing needs and work hours required for the location identified in this agreement **South Regional Library (694 hours)** is consistent with the staffing capacity, training and job readiness for our firm. We have the machinery, equipment and supplies to meet the requirements of this contract. Our company's machines and cleaning supplies that has been designated for this job is in our company's storage facility and ready for use on day one.

All of our employees have undergone the required background checks and this project would be led by our Project Manager Erhabor Ighodaro, PhD, an individual with over thirty-five years' experience in the janitorial cleaning industry and supported by a leadership team with complementary backgrounds to ensure that we provide the most cost effective, efficient and quality service that is responsive to the bid documents.

Our firm recognizes that there is a need to integrate appropriate strategies in achieving our goal of maintaining the highest quality of clean facilities that will satisfy Broward County. As such, our strategy to meet and exceed quality standards is predicated upon an efficient and adequate supply of qualified workers in a manner that saves the county time and money. At Oracle, we are committed to the motto "*we keep it clean*", we always accomplish our goal on time and on budget. We use appropriate technology to monitor work products in a manner that eliminates waste, duplicity and redundancy. We will maintain strict adherence to minimum proposed hours and we make no exceptions to service hours as specified in the solicitation.

Our cleaning schedule properly contemplates the delivery of cleaning and janitorial services without any interruptions to the activities and daily operations of any facility.

Our firm recognizes the uniqueness of every contract and we let our client's needs dictate the particulars of our approach to each project.

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Our integrated approach to cleaning and quality assurance also recognizes that areas with high traffic will be given the type of maximum attention sufficient to provide an indistinguishable appearance to the public as well as the highest standards of our quality assurance program.

IV	<p>We have properly reviewed every item in this solicitation and we have determined that the staffing needs and work hours required for each of the locations in this agreement <b>Judicial Complex – North Building (2,280 hours), Judicial Complex – East Building (1,062 hours), Judicial Complex – Midrise Building (662 hours), Judicial Complex – South Garage (136 hours)</b> is consistent with the staffing capacity, training and job readiness for our firm. We have the machinery, equipment and supplies to meet the requirements of this contract. Our company’s machines and cleaning supplies that has been designated for this job is in our company’s storage facility and ready for use on day one.</p> <p>All of our employees have undergone the required background checks and this project would be led by our Project Manager Erhabor Ighodaro, PhD, an individual with over thirty-five years’ experience in the janitorial cleaning industry and supported by a leadership team with complementary backgrounds to ensure that we provide the most cost effective, efficient and quality service that is responsive to the bid documents.</p> <p>Our firm recognizes that there is a need to integrate appropriate strategies in achieving our goal of maintaining the highest quality of clean facilities that will satisfy Broward County. As such, our strategy to meet and exceed quality standards is predicated upon an efficient and adequate supply of qualified workers in a manner that saves the county time and money. At Oracle, we are committed to the motto “<i>we keep it clean</i>”, we always accomplish our goal on time and on budget. We use appropriate technology to monitor work products in a manner that eliminates waste, duplicity and redundancy.</p> <p>We will maintain strict adherence to minimum proposed hours and we make no exceptions to service hours as specified in the solicitation.</p> <p>Our cleaning schedule properly contemplates the delivery of cleaning and janitorial services without any interruptions to the activities and daily operations of any facility.</p> <p>Our integrated approach to cleaning and quality assurance also recognizes that areas with high traffic will be given the type of maximum attention sufficient to provide an indistinguishable appearance to the public as well as the highest standards of our quality assurance program.</p>	<p>Our firm recognizes the uniqueness of every contract and we let our client’s needs dictate the particulars of our approach to each project.</p> <p>We typically safeguard the integrity of every new contract with what we call the <b>3% rule</b> which means that we have at least three percent overage in the amount of staffing, machinery and supply requirements for each contract.</p> <p>We give our client’s peace of mind. We know that things may happen and that change is constant. From experience we have been able to develop the <b>3% rule</b> which serves as a minimum standard for our forecasting and envisioning tool to help mitigate issues that may arise in a new contract situation.</p>
V	<p>We have properly reviewed every item in this solicitation and we have determined that the staffing needs and work hours required for each of the locations in this agreement <b>Traffic Engineering – Building A (344 hours) and Traffic Engineering – Building B (43 hours)</b>, is consistent with the staffing capacity, training and job readiness for our firm. We have the machinery, equipment and supplies to meet the requirements of this contract. Our company’s machines and cleaning supplies that has been designated for this job is in our company’s storage facility and ready for use on day one.</p> <p>All of our employees have undergone the required background checks and this project would be led by our Project Manager Erhabor Ighodaro, PhD, an individual with over thirty-five years’ experience in the janitorial cleaning industry and supported by a leadership team with complementary backgrounds to ensure that we provide the most cost effective, efficient and quality service that is responsive to the bid documents.</p>	<p>Our firm recognizes the uniqueness of every contract and we let our client’s needs dictate the particulars of our approach to each project.</p> <p>We typically safeguard the integrity of every new contract with what we call the <b>3% rule</b> which means that we have at least three percent overage in the amount of staffing, machinery and supply requirements for each contract.</p> <p>We give our client’s peace of mind. We know that things may happen and that change is constant. From experience we have been able to develop the <b>3% rule</b> which serves as a minimum</p>



Our firm recognizes that there is a need to integrate appropriate strategies in achieving our goal of maintaining the highest quality of clean facilities that will satisfy Broward County. As such, our strategy to meet and exceed quality standards is predicated upon an efficient and adequate supply of qualified workers in a manner that saves the county time and money. At Oracle, we are committed to the motto “*we keep it clean*”, we always accomplish our goal on time and on budget. We use appropriate technology to monitor work products in a manner that eliminates waste, duplicity and redundancy. We will maintain strict adherence to minimum proposed hours and we make no exceptions to service hours as specified in the solicitation.

Our cleaning schedule properly contemplates the delivery of cleaning and janitorial services without any interruptions to the activities and daily operations of any facility.

Our integrated approach to cleaning and quality assurance also recognizes that areas with high traffic will be given the type of maximum attention sufficient to provide an indistinguishable appearance to the public as well as the highest standards of our quality assurance program.

standard for our forecasting and envisioning tool to help mitigate issues that may arise in a new contract situation.



STAFFING PLAN

AGREEMENT NUMBER	NUMBER OF EMPLOYEES	PROJECT CREW	SUB-CONTRACTOR
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I	<p>Our firm is committed to the highest standard in janitorial and cleaning services. We do not leave any stone unturned and we train our staff to pay attention to every detail in their work task. The efficacy of our system is grounded in a comprehensive work schedule that fuses cutting edge technology with the day to day managerial oversight of our shift supervisors to ensure that there are no conflicts in scheduling. Our dynamic system allows us to adequately plan for routine task and the system also gives us the flexibility to adapt to emergencies and environmental conditions.</p>	See personnel listing	N/A
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We have a zero tolerance for no shows. Notwithstanding, we consider our emergency plan to be full proof. For every plan, we make room for a back-up plan that allows us to provide substitutes to augment the rotational flow of our work schedule.

On this agreement, we have planned for the following required staffing positions:

<u>LOCATION</u>	<u>POSITION</u>	<u>NUMBER OF PERSONNEL</u>
<b>GOVERNMENT CENTER</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	2
	Porter	4
	Project Worker	3
<b>ANNEX BUILDING</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	2
	Porter	2
	Project Worker	1

1

<b>350 GARAGE TRAINING CENTER</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	0
	Project Worker	1
<b>ERP &amp; PRINT SHOP BUILDING</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	0
	Project Worker	1

Using our proprietary **ABC** (Assess Brainstorm Communicate) **Methodology**, we have developed a bottom up approach to planning and scheduling that allow our crew, supervisors and managers to collaborate in the envisioning and forecasting exercise that goes into our integrated scheduling apparatus.

The number of employees and service hours for each location is predicated upon a well thought out and properly articulated schedule, and we consider our approach to scheduling as an important competitive advantage. Our scheduling methodology allows us to consider every minute detail, from the total square footage to the number of bathrooms and the frequency of visitors (patrons/guests) based on the traffic to the facility.

Oracle Cleaning Company maintains a reporting system that monitors the daily, weekly, monthly and annual routines of our crew to support our training, staffing, compensation and professional development objectives.

Our **ABC** Methodology also allows us to mitigate and solve problems even before they occur. We train our crew to be proactive and not reactive. While we understand that emergencies and accidents do happen, we recognize that the level of damage is always mitigated by the degree of preparedness in emergency planning. At Oracle Cleaning Company, we know that properly preparing our crew can prevent a bad situation from getting worse. We have integrated and incorporated the use of various products, equipment, personnel training in appropriate technology to prevent any damage in our facilities.

We have developed an appropriate methodology that has proven to be effective in deploying a rapid response in emergency and disaster situations. We currently maintain a dedicated staff for disaster and emergency situations and we are ready 24/7 to meet the needs of this agreement. Our emergency response team are not only adept with the most current skills and techniques for responding in real time, we ensure that they respond with appropriate tools (wet vacuums, carpet extractors, fans for dewatering and moisture removal etc.).

We train our employees to appreciate change as an enabler for personal, professional and organizational growth. While a new job or contract may be desirable as it creates growth opportunities, for the less prepared it could also create an atmosphere of stress, conflict and uncertainty. Our team members are properly trained and they understand the nuances of the transitional period and we take special care in selecting experienced crew for new contracts to mitigate the risk factors for inefficiencies, errors, and delays.

We have an integrated quality assurance apparatus that merges digital with face2face monitoring of work functions. We provide all our crew members with i-phone technology that allows for real time communications and crisis management, and with the built in technology of facetime, supervisors and managers are able to perform routine and unscheduled checks on the status of work tasks and productivity. At Oracle, we have an approach to training that requires all staff to keep the lines of communications open, on and off duty.

Our firm's quality assurance program is designed to adhere to the highest standards in the janitorial services industry by:

- Ensuring that we resolve any service issues in a timely and orderly fashion.
- Utilizing an integrated supervisory and monitoring system that incorporates both routine and unscheduled site visits.
- Conducting safety inspections and providing instantaneous report up the supervisory chain.

We have incorporated and integrated a multidimensional approach to minimizing environmental impact of dangerous and harmful chemicals. Our staff is LEED trained and we will implement a green cleaning program through the recycling and composting of our products.

In order to support our commitment to green technology and to further demonstrate our company's steadfastness to a sustainable environment, we only purchase and utilize products that are disposable and sustainable. We buy trash bags that meet the sustainable criteria outlined in LEED v4 for building operations and maintenance indoor environmental quality (EQ). We also use color-coded microfiber mops, towels, and other essential cleaning materials to avoid cross contamination. Our workers and members of the janitorial corps are properly trained and they know that mops, towels and other similar wiping materials used to clean restrooms are not permitted to be used to clean other areas.

All green products are accompanied by a thoroughly articulated training program that allows our staff to appreciate and model our firm's attitude and preference for the utilitarian, efficient and sustainable value of green products.

We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.

II

Our firm is committed to the highest standard in janitorial and cleaning services. We do not leave any stone unturned and we train our staff to pay attention to every detail in their work task. The efficacy of our system is grounded in a comprehensive work schedule that fuses cutting edge technology with the day to day managerial oversight of our shift supervisors to ensure that there are no conflicts in scheduling. Our dynamic system allows us to adequately plan for routine task and the system also gives us the flexibility to adapt to emergencies and environmental conditions.

See personnel listing

N/A

We have a zero tolerance for no shows. Notwithstanding, we consider our emergency plan to be full proof. For every plan, we make room for a back-up plan that allows us to provide substitutes to augment the rotational flow of our work schedule.

On this agreement, we have planned for the following required staffing positions:

<u>LOCATION</u>	<u>POSITION</u>	<u>NUMBER OF PERSONNEL</u>
<b>MAIN LIBRARY</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	2
	Porter	2
	Project Worker	3

Using our proprietary **ABC** (Assess Brainstorm Communicate) **Methodology**, we have developed a bottom up approach to planning and scheduling that allow our crew, supervisors and managers to collaborate in the envisioning and forecasting exercise that goes into our integrated scheduling apparatus.

The number of employees and service hours for each location is predicated upon a well thought out and properly articulated schedule, and we consider our approach to scheduling as an important competitive advantage. Our scheduling methodology allows us to consider every minute detail, from the total square footage to the number of bathrooms and the frequency of visitors (patrons/guests) based on the traffic to the facility.

Oracle Cleaning Company maintains a reporting system that monitors the daily, weekly, monthly and annual routines of our crew to support our training, staffing, compensation and professional development objectives.

Our **ABC** Methodology also allows us to mitigate and solve problems even before they occur. We train our crew to be proactive and not reactive. While we understand that emergencies and accidents do happen, we recognize that the level of damage is always mitigated by the degree of preparedness in emergency planning. At Oracle Cleaning Company, we know that properly preparing our crew can prevent a bad situation from getting worse. We have integrated and incorporated the use of various products, equipment, personnel training in appropriate technology to prevent any damage in our facilities.

We have developed an appropriate methodology that has proven to be effective in deploying a rapid response in emergency and disaster situations. We currently maintain a dedicated staff for disaster and emergency situations and we are ready 24/7 to meet the needs of this agreement. Our emergency response team are not only adept with the most current skills and techniques for responding in real time, we ensure that they respond with appropriate tools (wet vacuums, carpet extractors, fans for dewatering and moisture removal etc.).

We train our employees to appreciate change as an enabler for personal, professional and organizational growth. While a new job or contract may be desirable as it creates growth opportunities, for the less prepared it could also create an atmosphere of stress, conflict and uncertainty. Our team members are properly trained and they understand the nuances of the transitional period and we take special care in selecting experienced crew for new contracts to mitigate the risk factors for inefficiencies, errors, and delays.

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Our firm's quality assurance program is designed to adhere to the highest standards in the janitorial services industry by:

- Ensuring that we resolve any service issues in a timely and orderly fashion.
- Utilizing an integrated supervisory and monitoring system that incorporates both routine and unscheduled site visits.
- Conducting safety inspections and providing instantaneous report up the supervisory chain.

We have incorporated and integrated a multidimensional approach to minimizing environmental impact of dangerous and harmful chemicals. Our staff is LEED trained and we will implement a green cleaning program through the recycling and composting of our products.

In order to support our commitment to green technology and to further demonstrate our company's steadfastness to a sustainable environment, we only purchase and utilize products that are disposable and sustainable. We buy trash bags that meet the sustainable criteria outlined in LEED v4 for building operations and maintenance indoor environmental quality (EQ). We also use color-coded microfiber mops, towels, and other essential cleaning materials to avoid cross contamination. Our workers and members of the janitorial corps are properly trained and they know that mops, towels and other similar wiping materials used to clean restrooms are not permitted to be used to clean other areas.

All green products are accompanied by a thoroughly articulated training program that allows our staff to appreciate and model our firm's attitude and preference for the utilitarian, efficient and sustainable value of green products.

We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.

III

Our firm is committed to the highest standard in janitorial and cleaning services. We do not leave any stone unturned and we train our staff to pay attention to every detail in their work task. The efficacy of our system is grounded in a comprehensive work schedule that fuses cutting edge technology with the day to day managerial oversight of our shift supervisors to ensure that there are no conflicts in scheduling. Our dynamic system allows us to adequately plan for routine task and the system also gives us the flexibility to adapt to emergencies and environmental conditions.

See personnel listing

N/A

We have a zero tolerance for no shows. Notwithstanding, we consider our emergency plan to be full proof. For every plan, we make room for a back-up plan that allows us to provide substitutes to augment the rotational flow of our work schedule.

On this agreement, we have planned for the following required staffing positions:

<u>LOCATION</u>	<u>POSITION</u>	<u>NUMBER OF PERSONNEL</u>
<b>SOUTH REGIONAL COURTHOUSE</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	2
	Project Worker	1

Using our proprietary **ABC** (Assess Brainstorm Communicate) **Methodology**, we have developed a bottom up approach to planning and scheduling that allow our crew, supervisors and managers to collaborate in the envisioning and forecasting exercise that goes into our integrated scheduling apparatus.

The number of employees and service hours for each location is predicated upon a well thought out and properly articulated schedule, and we consider our approach to scheduling as an important competitive advantage. Our scheduling methodology allows us to consider every minute detail, from the total square footage to the number of bathrooms and the frequency of visitors (patrons/guests) based on the traffic to the facility.

Oracle Cleaning Company maintains a reporting system that monitors the daily, weekly, monthly and annual routines of our crew to support our training, staffing, compensation and professional development objectives.

Our **ABC** Methodology also allows us to mitigate and solve problems even before they occur. We train our crew to be proactive and not reactive. While we understand that emergencies and accidents do happen, we recognize that the level of damage is always mitigated by the degree of preparedness in emergency planning. At Oracle Cleaning Company, we know that properly preparing our crew can prevent a bad situation from getting worse. We have integrated and incorporated the use of various products, equipment, personnel training in appropriate technology to prevent any damage in our facilities.

We have developed an appropriate methodology that has proven to be effective in deploying a rapid response in emergency and disaster situations. We currently maintain a dedicated staff for disaster and emergency situations and we are ready 24/7 to meet the needs of this agreement. Our emergency response team are not only adept with the most current skills and techniques for responding in real time, we ensure that they respond with appropriate tools (wet vacuums, carpet extractors, fans for dewatering and moisture removal etc.).

We train our employees to appreciate change as an enabler for personal, professional and organizational growth. While a new job or contract may be desirable as it creates growth opportunities, for the less prepared it could also create an atmosphere of stress, conflict and uncertainty. Our team members are properly trained and they understand the nuances of the transitional period and we take special care in selecting experienced crew for new contracts to mitigate the risk factors for inefficiencies, errors, and delays.

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Our firm's quality assurance program is designed to adhere to the highest standards in the janitorial services industry by:

- Ensuring that we resolve any service issues in a timely and orderly fashion.
- Utilizing an integrated supervisory and monitoring system that incorporates both routine and unscheduled site visits.
- Conducting safety inspections and providing instantaneous report up the supervisory chain.

We have incorporated and integrated a multidimensional approach to minimizing environmental impact of dangerous and harmful chemicals. Our staff is LEED trained and we will implement a green cleaning program through the recycling and composting of our products.

In order to support our commitment to green technology and to further demonstrate our company's steadfastness to a sustainable environment, we only purchase and utilize products that are disposable and sustainable. We buy trash bags that meet the sustainable criteria outlined in LEED v4 for building operations and maintenance indoor environmental quality (EQ). We also use color-coded microfiber mops, towels, and other essential cleaning materials to avoid cross contamination. Our workers and members of the janitorial corps are properly trained and they know that mops, towels and other similar wiping materials used to clean restrooms are not permitted to be used to clean other areas.

All green products are accompanied by a thoroughly articulated training program that allows our staff to appreciate and model our firm's attitude and preference for the utilitarian, efficient and sustainable value of green products.

We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.

IV	Our firm is committed to the highest standard in janitorial and cleaning services. We do not leave any stone unturned and we train our staff to pay attention to every detail in their work task. The efficacy of our system is grounded in a comprehensive work schedule that fuses cutting edge technology with the day to day managerial oversight of our shift supervisors to ensure that there are no conflicts in scheduling. Our dynamic system allows us to adequately plan for routine task and the system also gives us the flexibility to adapt to emergencies and environmental conditions.	See personnel listing	N/A
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We have a zero tolerance for no shows. Notwithstanding, we consider our emergency plan to be full proof. For every plan, we make room for a back-up plan that allows us to provide substitutes to augment the rotational flow of our work schedule.

On this agreement, we have planned for the following required staffing positions:

<u>LOCATION</u>	<u>POSITION</u>	<u>NUMBER OF PERSONNEL</u>
<b>JUDICIAL COMPLEX (NORTH BUILDING)</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	2
	Porter	1
	Project Worker	2
<b>JUDICIAL COMPLEX (EAST BUILDING)</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	1
	Project Worker	1
<b>JUDICIAL COMPLEX (MIDRISE BUILDING)</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	0
	Project Worker	1
<b>JUDICIAL COMPLEX (SOUTH GARAGE)</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	0
	Project Worker	1

Using our proprietary **ABC** (Assess Brainstorm Communicate) **Methodology**, we have developed a bottom up approach to planning and scheduling that allow our crew, supervisors and managers to collaborate in the envisioning and forecasting exercise that goes into our integrated scheduling apparatus.

The number of employees and service hours for each location is predicated upon a well thought out and properly articulated schedule, and we consider our approach to scheduling as an important competitive advantage. Our scheduling methodology allows us to consider every minute detail, from the total square footage to the number of bathrooms and the frequency of visitors (patrons/guests) based on the traffic to the facility.

Oracle Cleaning Company maintains a reporting system that monitors the daily, weekly, monthly and annual routines of our crew to support our training, staffing, compensation and professional development objectives.

Our **ABC** Methodology also allows us to mitigate and solve problems even before they occur. We train our crew to be proactive and not reactive. While we understand that emergencies and accidents do happen, we recognize that the level of damage is always mitigated by the degree of preparedness in emergency planning. At Oracle Cleaning Company, we know that properly preparing our crew can prevent a bad situation from getting worse. We have integrated and incorporated the use of various products, equipment, personnel training in appropriate technology to prevent any damage in our facilities.

We have developed an appropriate methodology that has proven to be effective in deploying a rapid response in emergency and disaster situations. We currently maintain a dedicated staff for disaster and emergency situations and we are ready 24/7 to meet the needs of this agreement. Our emergency response team are not only adept with the most current skills and techniques for responding in real time, we ensure that they respond with appropriate tools (wet vacuums, carpet extractors, fans for dewatering and moisture removal etc.).

We train our employees to appreciate change as an enabler for personal, professional and organizational growth. While a new job or contract may be desirable as it creates growth opportunities, for the less prepared it could also create an atmosphere of stress, conflict and uncertainty. Our team members are properly trained and they understand the nuances of the transitional period and we take special care in selecting experienced crew for new contracts to mitigate the risk factors for inefficiencies, errors, and delays.

We have an integrated quality assurance apparatus that merges digital with face2face monitoring of work functions. We provide all our crew members with i-phone technology that allows for real time communications and crisis management, and with the built in technology of facetime, supervisors and managers are able to perform routine and unscheduled checks on the status of work tasks and productivity. At Oracle, we have an approach to training that requires all staff to keep the lines of communications open, on and off duty.

Our firm's quality assurance program is designed to adhere to the highest standards in the janitorial services industry by:

- Ensuring that we resolve any service issues in a timely and orderly fashion.
- Utilizing an integrated supervisory and monitoring system that incorporates both routine and unscheduled site visits.
- Conducting safety inspections and providing instantaneous report up the supervisory chain.

We have incorporated and integrated a multidimensional approach to minimizing environmental impact of dangerous and harmful chemicals. Our staff is LEED trained and we will implement a green cleaning program through the recycling and composting of our products.

In order to support our commitment to green technology and to further demonstrate our company's steadfastness to a sustainable environment, we only purchase and utilize products that are disposable and sustainable. We buy trash bags that meet the sustainable criteria outlined in LEED v4 for building operations and maintenance indoor environmental quality (EQ). We also use color-coded microfiber mops, towels, and other essential cleaning materials to avoid cross contamination. Our workers and members of the janitorial corps are properly trained and they know that mops, towels and other similar wiping materials used to clean restrooms are not permitted to be used to clean other areas.

All green products are accompanied by a thoroughly articulated training program that allows our staff to appreciate and model our firm's attitude and preference for the utilitarian, efficient and sustainable value of green products.

We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.

See personnel listing

N/A

V

Our firm is committed to the highest standard in janitorial and cleaning services. We do not leave any stone unturned and we train our staff to pay attention to every detail in their work task. The efficacy of our system is grounded in a comprehensive work schedule that fuses cutting edge technology with the day to day managerial oversight of our shift supervisors to ensure that there are no conflicts in scheduling. Our dynamic system allows us to adequately plan for routine task and the system also gives us the flexibility to adapt to emergencies and environmental conditions.

We have a zero tolerance for no shows. Notwithstanding, we consider our emergency plan to be full proof. For every plan, we make room for a back-up plan that allows us to provide substitutes to augment the rotational flow of our work schedule.

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<b>TRAFFIC ENGINEERING (BUILDING A)</b>	Project Manager	1
	Assistant Project Manager	1
	Quality Control Manager	1
	Shift Supervisors	1
	Porter	1
	Project Worker	3
		<b>10</b>

**TRAFFIC ENGINEERING  
(BUILDING B)**

Project Manager	1
Assistant Project Manager	1
Quality Control Manager	1
Shift Supervisors	1
Porter	0
Project Worker	1

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We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.



EQUIPMENT PLAN

**AGREEMENT  
NUMBER**

**EQUIPMENT PLAN**

I

We have examined and thoroughly assessed the equipment requirement to sufficiently meet the terms of this agreement and we have sufficiently planned to meet the needs of each facility.

We have a variety of powered equipment that are in excellent working condition and our company provide constant inspection for all its equipment. It is essential that are our inventory is sufficiently equipped and in high quality in order to promote efficiency and to prevent and mitigate accident and damage. Our machines are in good quality standards and we have a network of repair shops that help maintain the quality and durability of our equipment.

For each of the corresponding agreements, we have identified important characteristics of related to our inventory.

<u>LOCATION</u>	<u>EQUIPMENT TYPE</u>	<u>QUANTITY</u>	<u>MAINTENANCE SCHEDULE</u>	<u>EQUIPMENT SHARING</u>
<b>GOVERNMENT CENTER</b>	Walk Behind Scrubber	2	Quarterly	No
	High Speed Buffer	2	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	2	Annually	No
	Vacuum Cleaner	2	Monthly	No
	Carpet Extractor	3	Annually	No
	Back Pack Vacuum	1	Monthly	No
	Electric Burnisher	1	Annually	No
	Ride On Scrubber	1	Quarterly	No
	Air Mover	1	Annually	No
<b>ANNEX BUILDING</b>	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Vacuum Cleaner	2	Annually	No
	Carpet Extractor	1	Annually	No

	Electric Burnisher	1	Annually	No
<b>350 GARAGE TRAINING CENTER</b>	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Vacuum Cleaner	1	Annually	No
<b>ERP &amp; PRINT SHOP BUILDING</b>	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Vacuum Cleaner	1	Annually	No

II

We have examined and thoroughly assessed the equipment requirement to sufficiently meet the terms of this agreement and we have sufficiently planned to meet the needs of the identified facility.

We have a variety of powered equipment that are in excellent working condition and our company provide constant inspection for all its equipment. It is essential that are our inventory is sufficiently equipped and in high quality in order to promote efficiency and to prevent and mitigate accident and damage. Our machines are in good quality standards and we have a network of repair shops that help maintain the quality and durability of our equipment.

For the corresponding agreement, we have identified important characteristics of related to our inventory.

<u>LOCATION</u>	<u>EQUIPMENT TYPE</u>	<u>QUANTITY</u>	<u>MAINTENANCE SCHEDULE</u>	<u>EQUIPMENT SHARING</u>
<b>MAIN LIBRARY</b>	Walk Behind Scrubber	2	Quarterly	No
	High Speed Buffer	2	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	2	Annually	No
	Vacuum Cleaner	2	Monthly	No
	Carpet Extractor	2	Annually	No
	Back Pack Vacuum	1	Monthly	No
	Electric Burnisher	1	Annually	No

III

We have examined and thoroughly assessed the equipment requirement to sufficiently meet the terms of this agreement and we have sufficiently planned to meet the needs of the identified facility.

We have a variety of powered equipment that are in excellent working condition and our company provide constant inspection for all its equipment. It is essential that are our inventory is sufficiently equipped and in high quality in order to promote efficiency and to prevent and mitigate accident and damage. Our machines are in good quality standards and we have a network of repair shops that help maintain the quality and durability of our equipment.

For the corresponding agreement, we have identified important characteristics of related to our inventory.

<u>LOCATION</u>	<u>EQUIPMENT TYPE</u>	<u>QUANTITY</u>	<u>MAINTENANCE SCHEDULE</u>	<u>EQUIPMENT SHARING</u>
<b>SOUTH REGIONAL COURTHOUSE</b>	Walk Behind Scrubber	2	Quarterly	No
	High Speed Buffer	3	Quarterly	No
	Low Speed Buffer	2	Quarterly	No
	Wet/Dry Vacuum	2	Annually	No
	Vacuum Cleaner	2	Monthly	No
	Carpet Extractor	2	Annually	No
	Back Pack Vacuum	1	Monthly	No
	Electric Burnisher	1	Annually	No

IV

We have examined and thoroughly assessed the equipment requirement to sufficiently meet the terms of this agreement and we have sufficiently planned to meet the needs of each facility.

We have a variety of powered equipment that are in excellent working condition and our company provide constant inspection for all its equipment. It is essential that are our inventory is sufficiently equipped and in high quality in order to promote efficiency and to prevent and mitigate accident and damage. Our machines are in good quality standards and we have a network of repair shops that help maintain the quality and durability of our equipment.

For each of the corresponding agreements, we have identified important characteristics of related to our inventory.

<u>LOCATION</u>	<u>EQUIPMENT TYPE</u>	<u>QUANTITY</u>	<u>MAINTENANCE SCHEDULE</u>	<u>EQUIPMENT SHARING</u>
<b>JUDICIAL COMPLEX (NORTH BUILDING)</b>	Walk Behind Scrubber	2	Quarterly	No
	High Speed Buffer	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	1	Annually	No
	Vacuum Cleaner	1	Monthly	No
	Carpet Extractor	2	Annually	No
	Back Pack Vacuum	1	Monthly	No



	Electric Burnisher	1	Annually	No
<b>JUDICIAL COMPLEX</b> (EAST BUILDING)	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Vacuum Cleaner	2	Annually	No
	Carpet Extractor	1	Annually	No
	Electric Burnisher	1	Annually	No
<b>JUDICIAL COMPLEX</b> (MIDRISE BUILDING)	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Vacuum Cleaner	2	Annually	No
<b>JUDICIAL COMPLEX</b> (SOUTH GARAGE)	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	1	Annually	No
	Vacuum Cleaner	1	Annually	No

V We have examined and thoroughly assessed the equipment requirement to sufficiently meet the terms of this agreement and we have sufficiently planned to meet the needs of each facility.

We have a variety of powered equipment that are in excellent working condition and our company provide constant inspection for all its equipment. It is essential that are our inventory is sufficiently equipped and in high quality in order to promote efficiency and to prevent and mitigate accident and damage. Our machines are in good quality standards and we have a network of repair shops that help maintain the quality and durability of our equipment.

For each of the corresponding agreements, we have identified important characteristics of related to our inventory.

<u>LOCATION</u>	<u>EQUIPMENT TYPE</u>	<u>QUANTITY</u>	<u>MAINTENANCE SCHEDULE</u>	<u>EQUIPMENT SHARING</u>
<b>TRAFFIC ENGINEERING</b> (BUILDING A)	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	1	Annually	No
	Vacuum Cleaner	1	Monthly	No
<b>TRAFFIC ENGINEERING</b> (BUILDING B)	Walk Behind Scrubber	1	Quarterly	No
	Low Speed Buffer	1	Quarterly	No
	Wet/Dry Vacuum	1	Quarterly	No



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For the Janitor and Custodian

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# Training Manual

**Manual for the Janitor and Custodian**

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## **Accreditation**

Oracle Cleaning Company has adopted one of the most up-to-date, comprehensive and user-friendly employee training manual produced by Digital 2000. Inc.

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## Definition of Terms

**Cleaning**—Cleaning, is removing obvious dirt, debris, and other materials from a surface.

**Etiquette**—Etiquette refers to rules of acceptable behavior. In other words, etiquette by definition refers to the “rules and conventions governing correct or polite behavior in society in general or in a specific social or professional group or situation.”

**Green Cleaning**--Green Cleaning is cleaning to protect health without harming the environment.

Falls--

**Lockout/Tagout**--"Lockout/Tagout (LOTO)" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

**Safety**—Safety as it applies to this manual is relative freedom from danger, risk, or threat of harm, injury, or loss to personnel and/or property, whether caused deliberately or by accident.

**Sanitizing**--Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.



**Security**—Security as it applies to this manual is prevention of and protection against assault, damage, fire, fraud, invasion of privacy, theft, unlawful entry, and other such occurrences caused by deliberate action.

**Slips**--A slip occurs when there is too little traction or friction between the shoe and walking surface. You slip when you lose your footing or grip on a slippery surface.

**Trips and Falls**—A trip is a fall or stumble caused by catching your foot on something. Tripping and falling accidents occur when your foot comes in contact with an object, or drops unexpectedly throwing you off- balance. A fall is when someone or something moves downward to a lower position by the force of gravity.

**Universal Precautions**--Universal precautions refers to the practice, in medicine, of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields.

## Chapter 1: Introduction

### **WHAT IS THE CUSTODIAL OR JANITORIAL INDUSTRY?**

A **janitor** or **custodian**, often called caretaker, is a person who takes care of a building, such as a school, office building, hospital, or apartment. Janitors are responsible primarily for cleaning, and often though not always some maintenance and security duties. Similar to the custodian or janitor is the building superintendent. Generally a superintendent has more maintenance and managerial duties.

Janitors and custodians may be required to receive training and licensing in various fields, such as Hazmat, CPR, or Boiler Operations, depending on the employer and the specific nature of the job.

A custodian may be considered to be different from a janitor. In some settings janitors are called housekeepers or housekeeping staff and in other settings they are referred to as maintenance or maintenance staff. Institutions have come up with a number of politically correct alternative job titles, including:

Custodial Services Supervisor

Custodial technician

Sanitation supervisor

Domestic engineer

Guest Service Associate

Environmental Services Associate

Caretaker

Industrial Floor Maintenance Sanitation Engineer

The Crew

General cleaner

Physical Plant and Planning

Janitorial Engineer

## **PURPOSE OF THIS MANUAL**

The purpose of this manual is to acquaint you with cleaning techniques and safety in the Janitorial and Custodial industry. Some typical cleaning jobs may include the following tasks.

Cleaning bathrooms

Sinks

Toilets

Urinals

Cleaning floors

Cleaning carpeting

Cleaning stainless steel and other special surfaces

Clearing tables in lunch room

Emptying trash and recycling bin

Stripping and waxing floors

No matter what job you have as a Janitor or Custodian there are responsibilities associated with your job. One of these responsibilities is safety, safety for you and the safety of your co-workers and guests or patients in your facilities. Over the many years, safety has evolved into a very high profile responsibility. Depending on where you live and work, safety laws and regulations are becoming more stringent and demanding.

Ideally safety is freedom from danger. Of course, every safety topic for the Janitor or Custodian cannot be covered in this one manual. However we will be discussing many safety topics including protection from the risk of harm or injury, safety devices, and responsibilities.

Topics including general information and new employee orientation will be covered. There are sections on accident prevention, bloodborne pathogens, electrical safety, lockout and tagout, safe lifting, and of course cleaning techniques.

## **Chapter 2: General Safety Rules for Everyone**

The Janitors and Custodians may consist of many groups of employees. As indicated by the different job titles mentioned, jobs in this industry are many and diversified. There are general safety rules that apply to everyone. Some of these rules are discussed here.

***Horseplay is always prohibited...so don't even think about it!***

### **PERSONAL**

#### **Personal Hygiene**

Hygiene refers to the set of practices associated with the preservation of health and healthy living. Hygiene is a concept related to medicine, as well as to personal and professional care practices related to most aspects of living, although it is most often associated with cleanliness and preventative measures. In medicine, hygiene practices are employed to reduce the incidence and spreading of disease.

Cleanliness requires a daily bath and a change to clean underclothing. Use a deodorant to prevent body odor. If you are a guy, shave daily. Give teeth and hair proper care, everyday. Keep fingernails short and clean. If you are a gal, use cosmetics in moderation. Refrain from the use of heavy scents.

In order to control cross-contamination, hands should be washed after performing cleaning duties. Before continuing on to the next area, wash your hands. Also, wash before meals and after going to the restroom.

Massage hand cleaner around the fingers, knuckles, and hands. Scrub fingernails with a brush. Keep your hands lower than your elbows when washing. Wash vigorously for two minutes. The tap water should be running during the entire process. Use medicated hand moisturizer when skin becomes dry or chapped.

To protect yourself you should use the proper Personal Protective Equipment or the acronym PPE for each cleaning task you perform.

## **Report to Work Rested**

A first step to safety is to report to work rested, alert, and ready to perform your job. Fatigue may affect your ability to work safely. It may also impair your ability to treat your colleagues with the hospitality consistent with your training.

## **Wear Appropriate Clothing**

Next, you should always wear appropriate clothing for your job. Follow your company's dress code. This includes wearing proper footwear for the job.

If you will be working equipment and machinery, don't wear rings and jewelry that can get caught in the moving parts.

Keep long hair tied back or under a hat. This will avoid having your hair getting caught in machines. Clothing should fit properly allowing room for movement without being so loose it could get caught in machinery moving parts.

## **Report Accidents**

Most companies provide necessary first aid and medical treatment for injuries. If you are injured on the job, report the accident to your supervisor immediately, so that proper medical treatment can be provided.

First aid or professional medical treatment will be given as necessary; however, you must report all accidents and injuries when they occur, even if your injury does not require medical treatment.

## **PERSONAL PROTECTIVE EQUIPMENT**

What is personal protective equipment or the acronym PPE and how does it affect you? Personal protective equipment is equipment that has been designed to protect you from potential injuries. When required for certain job assignments, personal protective equipment will be issued to you. It's your responsibility to wear it.

Personal protective equipment could include safety glasses when your eyes are exposed to potential injury, gloves to protect your hands, hard hats for head protection, hearing

protection for high noise areas, face shields to protect your face, respirators, specialized shoes...all these and more are considered personal protective equipment.

Wearing personal protective equipment is important to protect you from injury or illness while performing your job. Some of the personal protective equipment you need may include:

### **Eye Protection**

You should choose the proper type of eye protection for the hazard. For example, safety glasses are not appropriate when working with chemicals that may splash in your face or eyes. Goggles and a face shield would be the best choice when working with chemicals.

### **Skin Protection**

You should wear the right protective gloves for the hazard or chemicals. Some products can melt or go through the glove. Also protect your skin by wearing a protective apron or smock. If your clothing is soaked with chemicals, change them immediately to prevent prolonged skin contact.

### **Hearing Protection**

Hearing protection may also be required if you work in a noisy area or with noisy equipment such as vacuums and other tools.

### **Respiratory Protection**

Respiratory protection may be required depending on the job and chemical products being used. You must be trained before using a respirator. Discuss the need for this protection with your supervisor.

### **ELECTRICAL SAFETY**

Electrical safety is another important safety consideration. Naturally, everyone has been exposed to electricity and how dangerous it can be if it's misused.

Generally, in the workplace you should always inspect electrical cables, cords, and plugs for frays, cracks, cuts, or defects before you use them. If the electrical tools or equipment you use do not say "*Double Insulated*" on the manufacturer's tag, then they must be grounded with a 3-prong plug and a grounded cable. This provides some degree of protection from

electrical shock in case of a malfunction or short in the tool. Figure 1 shows a three prong plug and receptacle.



Figure 1 Three prong electrical plug and receptacle.

What this means is there must be a third prong on the plug. The third wire goes to ground. In case of a short or malfunction, the electricity will flow through this third wire to ground and not through the person holding the malfunctioning tool or equipment. Of course, if the ground wire is not properly connected to the system or the third prong is missing from the plug, then there is no electrical shock prevention.

Always check and test your equipment for safety before you use it.

Never allow an outlet to be overloaded.



Figure 2 Example of an overloaded electrical outlet

Don't overload circuits by plugging in more than the allowed number of electrical power outlets. The use of octopus plugs, as shown here, makes a dangerous situation that could cause a fire.

Electrical hazards can be caused by faulty electrical tools and equipment, appliances and wiring, electrical outlets, switch panels and electric transformers.

Remember to unplug any electrical appliance before you clean it. Working around water and electricity is dangerous.

Make sure that any electrical or other types of cords do not create tripping hazards. Of course, never clean electrical equipment with flammable or toxic solvents and never use flammables near electrical tools. The sparks from the inside of a machine or tool can cause an explosion.

## **CONTROL OF HAZARDOUS ENERGY/ LOCKOUT TAGOUT**

### **What is Lockout/Tagout or LOTO?**

"Lockout/Tagout or LOTO" refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities. A lockout/tagout program requires the identification and implementation of practices and procedures necessary to shut down and lockout/tagout machines and equipment. The program requires that certain employees receive training in the lockout tagout procedures and that periodic inspections be conducted to maintain and enhance it.

Lockout is the practice of using keyed or combination security devices or "locks" to prevent the unwanted activation of mechanical or electrical equipment. Tagout is the practice of using tags in conjunction with locks to increase the visibility and awareness that equipment is not to be energized or activated until such devices are removed. A tagout device is usually a non-reusable type, attachable by hand, self-locking, and non-releasable with a minimum unlocking strength of no less than 50 pounds.

### **Authorized and Affected Employees for LOTO**

Now, before we go much further, let's discuss two categories of employees requiring knowledge and training in lockout/tagout procedures. The first category is "Authorized



Employees”. These are maintenance personnel who actually use lockout and tagout procedures while they are repairing or maintaining equipment. The second category is “Affected Employees.” This describes any employee who uses or works around equipment and machinery that may be locked out or tagged out. You need to be able to recognize tags used by your employer for LOTO. It’s recommended that virtually all employees be in the “Affected Employee” category.

### **What are Hazardous Energy Sources?**

Let's begin with some basics, as you'll need these to understand the program. What are hazardous energy sources?

Electricity is used to provide power to a wide variety of machines and equipment. Locking out of electricity prevents electrical equipment from accidental release of electricity during maintenance or repair. The main problem here is locking out electricity does not guarantee that other energy sources won't be released. There may be a steam valve that requires locking out as well or hydraulic, vacuum, or pneumatic pressure, mechanical motion, springs, thermal energy such as steam or heat, or extremely low temperature liquids or gases.

Releases of chemicals or chemical reactions are other energy sources that must be controlled, dissipated, or shut off. Locking out of electricity may not provide adequate protection during maintenance and repair. Each machine or piece of equipment must be inspected by trained employees to determine adequate lockout procedures for all potential hazardous energy sources. Your organization must have these energy sources identified and listed in the written lockout/tagout policy and procedures.

The first step in all lockout/tagout procedures is to identify the potential energy sources that will require control by lockout or tagout. In general, there are 6 types of energy sources that may be encountered. As we discussed earlier, electrical energy is the first type of energy source for consideration. In addition there is mechanical energy, hydraulic energy, pneumatic energy, thermal energy and chemical energy.

Mechanical energy can present a danger from moving parts such as rotating fans, shafts, gears, grinding wheels, moving packer blades, panels, conveyors, and more. Hydraulic

systems that work using fluid under pressure are candidates for LOTO procedures. An example of pneumatic energy is air pressure stored on Air Brake Systems. Pneumatic pressure may also be present in air accessories and control systems. Thermal energy is heat, heat from fluids such as coolant and lubricating oils and from hot machinery such as engines, exhaust systems, electric motors, and gear cases are sources of potential thermal energy. Finally, potential energy can be released by chemicals when they react with one another, or react with air and/or water.

Now, that we have identified potential energy sources; we have to determine which switch, valve or other isolating device will be operated to isolate these energy sources. Whenever working on equipment in a manner which any potential energy source could be encountered, the appropriate procedures must be followed to isolate or disable the applicable hazards.

### **Employee Training for LOTO**

Employees or any other authorized and affected employees who may be reasonably expected to use the equipment or procedures for LOTO must receive annual LOTO training from the appropriate training staff. Training requirements are outlined under Code of the Federal Register 29 CFR 1910.147 Section (c)(7) (i),(ii), and (iii). These training programs are designed to provide you with a good understanding of lockout/tagout procedures.

### **Record Keeping for LOTO**

Inspection records and training records will be kept by your employer. Training records will be maintained by employer and they will include an outline of topics covered. In addition, a sign in sheet of attendees will be included with training records. Inspection records will also be kept.

### **Inspection Methods for LOTO**

OSHA requires that a LOTO Program be reviewed once a year and that periodic inspections of the procedures are made to ensure that they are being followed correctly. Inspections may be done in the shops in your physical plant. These shops may include auto, central plant, controls, electric, plumbing, and refrigeration. Inspections are designed to include cataloging the general types of hazardous energy and equipment applicable to each area.

Some inspections may involve questions only; some may include demonstrations; and others may occur during actual LOTO activities. General questions that may be asked include:

1. Who are the authorized employees, i.e. those using LOTO)?
2. Who are the affected employees, i.e. who are employees that could be exposed to LOTO hazards?
3. Are procedures for energy control in place?
4. What equipment is subject to LOTO?
5. Do specific written procedures exist, i.e. written procedures for de-energizing and re-energizing equipment?
6. Where are your locks/tags?
7. What if an "Authorized Employee" is not available to remove the lock?
8. What inspection records exist for your Department?
9. Do you know what training records exist?

### **Who is Responsible?**

Each individual must accept the responsibility to know the rules and to follow your organization's policies and procedures exactly. The primary purpose of any LOTO program is accident prevention. It is designed to safeguard you and those around you. Safety is always a team effort and LOTO is no different. The rules are very important and if you're not sure about a particular procedure don't be afraid to ask questions. Ask your supervisor. Don't take chances! Failure to properly lockout and tagout when necessary can lead to potentially serious injury.

To make sure the machine doesn't start accidentally, all hazardous energy must be locked out. Hazardous energy could be electricity, springs under tension, gravity...where heavy parts could fall down, liquids, or steam under pressure or other hazardous energy sources.

Some common lockout/tagout equipment is shown in Figure 3. The figure illustrates locks with keys and tags.



Figure 3 Lockout Tagout Supplies

Even if you don't work in these areas or you're not a mechanic or machine operator, it's important that you know about these tags and locks.

### **Never Remove LOTO**

Never remove any of these tags or locks, unless you're the person who placed them there. Don't attempt to start any machine that has a lock or tag on it. Lockout and tagout procedures save lives.

### **EMERGENCY ACTIONS**

In case of fire, exit the building by appropriate exits. Remain calm and report to your designated area so your supervisor can account for you. It's important to know if anyone is left inside the building or if anyone is missing.

In case of earthquake or a tornado, it's best not to go outside. Falling electrical lines, broken glass, or other dangerous conditions could exist outside your building. Experts

recommend that you get under a sturdy desk or other heavy object and ***Duck, Cover,*** and ***Hold.***

**Duck** under a heavy object for safety.

**Cover** your head with your hands.

**Hold** that position until it's safe to move.

In cases of emergency, you should know elements of your company's emergency plan and be prepared to follow them.

Remain calm and use your good judgment and your training to protect yourself and others.

### **HOUSEKEEPING FOR EVERYONE**

In this case housekeeping means that you should check your work area for materials, cords, cables, or other items that can cause slips, trips, or falls.

Housekeeping is checking your equipment to make sure grease or oil doesn't leak on floors, causing potential slips and falls.

Your housekeeping duties include checking closets in your work area for trash, debris, or other potential hazardous conditions. Then address the issue.

Housekeeping is also taking the time to make sure your entire work area, regardless of your job description, is neat, clean, and organized; including putting tools or utensils where they belong when you've finished using them.

Housekeeping is picking up paper, trash, or debris when you see it...even if it's not in your department.

Housekeeping is your responsibility, no matter where you work.

### **SLIPS, TRIPS AND FALLS**

Slips, trips, and falls are a major cause of workplace injuries. Believe it or not accidents happen. Fall injuries can happen when a janitor simply steps off of a loading dock. Or perhaps, a truck driver breaks his ankle when jumping down from the cab of his truck.

## **Causes of Slips, Trips, and Falls**

Slips happen when there is too little friction or traction between footwear and the walking surface. It is easy to slip on a wet or oily surface.

Slips and falls happen. Jumping from any elevated surface is hazardous. You can fall from ladders, stairs, or curbs. Slippery floors, debris, or uneven surfaces will potentially cause you to trip or slip and fall. The study of slip, trip, and fall accidents and injury statistics help us to understand where we went wrong. We use information from these studies and statistics to determine how to prevent future accidents.

Is there a magic bullet? New floor surfaces, "slip resistant" shoes--what is the answer? We believe the answer is education, greater awareness, and maintaining a good safety attitude. We all must accept responsibility for working and acting safely.

We just can't run the risk of you, your coworkers, building occupants, vendors, or clients slipping and falling. First, we are going to review some of the ways people trip and fall. Next, we will review basic prevention techniques.

When your foot strikes an object causing you to lose your balance, you trip and then you stumble or fall. Slips, trips, and fall injuries are caused by hazardous conditions. Hazardous conditions may include an obstructed view or poor lighting.

Clutter left in aisles, trash left on the floor, and protruding chair legs contribute to hazardous conditions. These conditions will certainly lead to accidents if left unattended. Uneven steps, uncovered cables, and open bottom desk drawers also provide circumstances that may lead to trips and falls. Wrinkled carpeting or rolled corners on rubber mats provide another set of hazardous conditions.

## **Prevention Techniques**

Both slips and trips result from some a kind of unintended or unexpected change in the contact between your feet and your walking surface. Good housekeeping is the first and the most important level of prevention for these accidents.

All spills should be cleaned up immediately, especially those in aisles and walkways.

Spills and wet areas should be marked with orange cones or “Wet Floor” signs.

Debris should be mopped or swept from floors, immediately.

Obstacles such as stocking carts, crates, and empty boxes should be removed from walkways. Walkways and isles should be kept free of clutter.

Runners, rubber mats, rugs, and carpets that do not lay flat should always be secured to walking surfaces.

File cabinet and storage drawers should always be left closed.

Remember that wires and cables are potential tripping hazards.

Lighting is important. Be sure to keep work areas and walkways well lit by replacing burned out light bulbs and faulty switches. Replacing burned out light bulbs is often part of a janitor’s job.

All drains must have drain covers that are secured to the floor.

### **Clean Up!**

Cleaning supplies are often dropped and spilled on the floor. It’s not good enough just to wipe them up; you have to actually clean the surface. Let’s say someone knocks a bottle of marble cleaner off the shelf and onto the floor. The bottle hits the floor and goes crash! Wax goes everywhere. We now have a hazardous condition. By definition this is certainly a slip, trip and fall hazard.

First you must mark the hazard with a sign or an orange cone.



Figure 4 Orange Cones

Next you pick up the container and as much of the wax as possible using a broom and dustpan.



Figure 5 A brush and dustpan set

A dustpan is a cleaning utensil commonly used in combination with a brush or broom. Industrial and commercial establishments may provide you with a hinged dustpan on the end of a stick to prevent you from constantly stooping to use it. Handheld dustpans may be used with either a full-size broom or with a smaller whisk broom or brush sometimes called a duster.



Figure 6 Broom and hinged dustpan with handle



Water spills should be mopped, and then wiped dry with a dry rag or towel.



Figure 7 The Mop

Safety awareness is the key to safety.

You will find that there are many hazards occurring in your working environment on a daily basis. Spilled water, ice cubes, broken glass, and food on the floor...all of these things pose special hazards. Of course, you should immediately clean spills or pick up items on the floor or stairs. The only thing that's going to prevent an accident is for you to be aware of potential hazards and pay attention to your walking surfaces.

If you see something on the floor that doesn't belong there, pick it up. It's that simple! Remember, watch where you walk. Be aware of your surroundings. Always wear approved slip resistant footwear at work. When you see water on the floor or some other hazard, clean it up!

To properly clean up a spill that contains oils, you must first wipe it up and then put some abrasive powder on the contaminated surface. Rub the area to remove any remaining oils. Then clean the floor surface with soap and water, rinse it, and make sure the floor surface is not slick.

Without good housekeeping practices, any other preventive measures will never be fully effective.

## **Footwear**

Footwear is important! Footwear is personal protective equipment where floors may be oily, wet or if workers spend considerable time outdoors. In these circumstances, fall accident prevention should focus on selecting proper footwear. Ordinary tennis shoes are popular, but in wet and slippery environments, they can contribute to accidents and injuries. There is compelling evidence that using slip-resistant footwear reduces accidents.

Effectiveness of slip resistant footwear depends on more than just the footwear design. It is also affected by its use, environmental conditions, and the type of floor surface and finish that is in your working environment.

## **Behaviors that Lead to Falls**

In addition to wearing the wrong footwear, there are behaviors which can lead to slips, trips, and falls. For example, a behavior that can cause a hazardous condition is simply walking too fast or running. Other behaviors that may lead to falls include activities such as not watching where you are going; carrying cleaning buckets and supplies which obstruct your view; wearing sunglasses in low-light areas; failure to use handrails, and allowing yourself to be distracted. These and other behaviors, caused by lack of knowledge, impatience, or bad habits can lead to serious accidents. You can eliminate many slips, trips and fall accidents by simply paying attention and watching where you're going.

## **Warehouse Vehicles**

You should never hitch a ride on a forklift, pallet jack, or in the bed of a truck while you're working. Death or serious injury is a potential result of extra riders falling from these vehicles. The safe way is "NO RIDERS".

### ***Vehicles and the "Three Point System"***

Janitors and custodians are often moved from one location to another. When getting in and out of vehicles, always practice the "Three-Point System." This is particularly important if you are getting in or out of a truck. This system can significantly reduce the chances of injury through a slip or fall while entering or exiting a vehicle. The Three-Point System means that three of your four limbs are in contact with the vehicle or the ground at all times, either one

hand and two feet, or two hands and one foot. In other words, only one limb is in motion at any one time. When getting out of a truck, step down backward.

It is never safe to ride in the back of a truck--if you must, when getting off the bed, step down backward, never "jump" or "fall" down forward.

## **Stairwells**

Stairwells should be well lit with sturdy handrails on both sides. When you are walking down a stairwell, you should always have one free hand. This will allow you to use the handrail. All the steps must be kept free of grease, oil, and obstacles. Obstacles can increase the probability that you or others will have an accident. You should always avoid carrying heavy or bulky objects up or down stairs. Objects that obscure your vision and/or require the use of both hands are a source of hazards. You should carry smaller, lighter loads and make more trips, or obtain help from a coworker. Use an elevator if one is available.

## **Ladders**

Ladders are often used by janitors and custodians. Appropriate ladders should be used when performing jobs such as changing light bulbs, cleaning wall surfaces that are above arms reach, and storing supplies on top shelves. The "Three-Point System" should also be practiced when you use a ladder. This system can significantly reduce the chances of injuring yourself through a slip or fall while climbing ladders. As discussed earlier, the "Three-Point System" means that three of your four limbs are in contact with the ladder at all times, either one hand and two feet, or two hands and one foot. Only one limb should be in motion at any one time.

Ladders cause a great number of injuries. Make-shift ladders, chairs, boxes, and barrels should never be used as substitutes for a ladder. The risk of injury is far too great.

The area around the top and bottom of ladder must be kept clear.

Never use a ladder for any purpose other than the one for which it was designed.

Self-supporting step ladders and non-self-supporting extension portable ladders must be able to support at least four times the maximum intended load, except extra-heavy-duty

metal or plastic ladders, which must be able to sustain 3.3 times the maximum intended load.

### ***Step Ladders***



Figure 8 Example of what not to do. Never stand on the top two steps of a step ladder

Of course, we all know to never stand on the top two steps of a step ladder. That's just too dangerous and it causes an unsafe shift in the center of gravity of the step ladder.



Figure 9 Metal Step Ladder with Locking Device between 3<sup>rd</sup> and 4<sup>th</sup> Step

Don't lean past the rails of the ladder as this also creates instability. We call this the belt buckle rule. Don't lean past your belt buckle for safety.

When climbing up or down a ladder, always face the ladder.

Naturally, don't use a metal ladder when doing electrical work. There is a great risk of electrocution or getting a shock that could throw you off the ladder.

Foldout or stepladders must have a metal spreader or locking device to hold the front and back sections in an open position when in use. See the figure above.

### ***Extension Ladders***

There are 3 basic requirements for extension ladder setup.

First, the top of the ladder must extend 3 feet or 3 rungs above the point of contact to the structure.

Secondly, it must be setup at the precise angle of 75.5 degrees to provide the proper angle for climbing. The old four to one ratio makes this difficult to achieve, but the correct angle is important. An “extension ladder angle verification device” is recommended to achieve this angle with accuracy.



Figure 10 Extension Ladder

Did you know? The most common reason extension ladder accidents occur is due to ladders set up at an improper angle! Several studies show that when workers attempt to set up a ladder at 75.5 degrees without a measurement device, resulting angles varied as much as 9 degrees.

There are commercially available Ladder Angle Verification Devices that are factory set at the OSHA required 75.5-degree angle for correct ladder set up. These devices are simple to use and easily attached to any ladder.

Lets' face it, without a verification device, how do you know that your angle is correct?

Ladders are to be kept free of oil, grease, wet paint, and other slipping hazards.

Do not stand above the highest "safe standing level: prescribed by the ladder's manufacturer.

Do not extend the center of your body's torso past either side rail of the ladder. In other words, don't overreach.

Face the ladder while ascending and descending.

Don't carry tools in hand, use a tool belt.

Wear proper footwear.

## **FIRE PREVENTION**

Good housekeeping is the first step in fire prevention. If you have poor housekeeping, you don't have good fire prevention.

The second step in fire prevention is to know where fire extinguishers are located and how to use them. Fire extinguishers are often marked with a sign as shown in Figure 3. These signs are usually at eye level.



Figure 11 Sign above a fire extinguisher

If you don't know how to use the extinguishers at your location, learn how before a fire happens. It's not as easy as it looks because in case of fire, everyone is under pressure and it is easy to panic.

As a review of the use of extinguishers, the first rule is: ***Life Safety Is Paramount.*** This means that unless it's safe to do, don't try to play the hero. Don't try to extinguish a fire that could be hazardous for you or others. Remember, your life is more important than property.

The figure below shows a typical fire extinguisher. Fire extinguishers are equipped with a gauge such as the one shown; the needle should be in the green zone - not too high and not too low. There is a nozzle at the end of a hose for aiming. Each extinguisher has a pin to prevent accidental discharging.





Figure 12 A typical fire extinguisher

However, if extinguishing the fire can be done safely, extinguish it. Use a fire extinguisher. Use the key word PASS, as described below, to remember the proper procedures for extinguishing a fire. First, stand about 8 to 10 feet away from the fire. You don't want to be close to the fire because the pressure of the extinguishing agent may spread the fire. Stay at least 8 to 10 feet away.

### **The PASS Acronym**

P A S S is an acronym that can be used as a quick reference for the operation of a fire extinguisher.

**P** is for **Pull**. First you pull the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.

**A** is for **Aim**. Next you aim at the base of the fire, not the flames. This is important-in order to put out the fire, you must extinguish the fuel.

**S** is for **Squeeze**. And next you squeeze the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.

**S** is for **Sweep**. Finally you sweep from side to side using a sweeping motion. Chase the fire into a corner. You must move the fire extinguisher back and forth until the fire is completely out.

It is often a good idea to aim the nozzle in a neutral direction away from anything, and then lightly squeeze the handle. This will give you a feel for your particular extinguisher.

Be sure to operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Since different fire extinguishers have distinct recommendations for operating distances, be sure to know the instructions on your fire extinguisher. These instructions should be reviewed the first time you familiarize yourself with your facility. Remember to aim at the base of the fire, and not the flames. Chase the fire into a corner if possible, away from any concentration of flammable materials with a sweeping, herding motion.

A typical fire extinguisher contains 10 seconds of extinguishing power. This could be less if it has already been partially discharged. Always read the instructions that come with the fire extinguisher beforehand and become familiarized with its parts. It is highly recommended that you get hands-on training.

Once the fire is out, don't walk away. Watch the area for a few minutes in case the fire re-ignites.

### **The Fire Triangle**

The triangle illustrates the rule that in order to ignite and burn, a fire requires three elements: heat, fuel, and an oxidizing agent, usually oxygen. The fire is prevented or extinguished by removing any one of the three. A fire naturally occurs when the elements are combined in the right mixture. A graphic depiction of the fire triangle is given in the figure below.



Figure 13 Oxygen Heat and Fuel Triangle

### **The Fire Tetrahedron**

It has largely been replaced in the industry by the **fire tetrahedron**. The removal of heat explains fire suppression in a majority of cases. However, the suppression effect of Halon, which is a stable halocarbon used to put out fires, cannot be explained completely. It can partly be explained by what is called chemical inhibition. That means that it reacts chemically to reduce the concentration of radicals in the flame. These radicals are essential in the chemical reactions. This has led to development of the **fire tetrahedron** with the bottom representing the sustaining of chemical reactions. This is illustrated in the next figure.

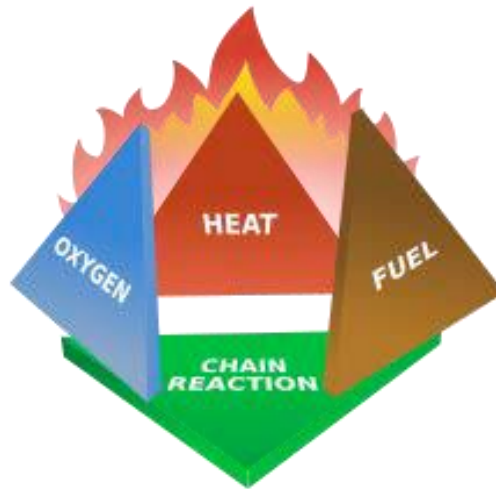


Figure 14 The Fire Tetrahedron

Combustion is a chemical reaction that feeds a fire more heat and allows it to continue. When the fire involves burning metals like lithium, magnesium, or titanium, it becomes even more important to consider the energy release. The metals react faster with water than with oxygen and thereby more energy is released. Putting water on such a fire results in the fire getting hotter or even exploding because the metals react with water in an exothermic reaction. Some metals also burn in carbon dioxide. Therefore, inert agents for example dry sand must be used to break the chain reaction of metallic combustion.

The take home message here is that you must know what kind of fire you are dealing with to know how to distinguish it. If you are not certain, leave it to the professionals.

### **CAUSES OF ACCIDENTS AND INJURIES**

What causes accidents and injuries? Actually, statistics have been maintained by a number of organizations and insurance companies over the years. With millions and millions of accidents and injuries, it's fairly easy to determine the different accident types, causes, and other information. Accidents are investigated to determine what happened, so precautions and safety standards can be implemented to prevent the same type of accident from being repeated.

That's one reason we have so many safety rules and regulations. If people keep falling off ladders, it could reveal that ladders are unsafe to use. Upon investigation of ladder

accidents, professionals can determine how the ladder was used and what actually caused the accident.

In most cases it wasn't the ladder that was unsafe. It was the person using it in an unsafe manner. In fact, this is true of most accidents. You'd be surprised to learn that many ladder accidents and injuries are the result of unsafe acts of people.

That's right, unsafe acts of people.

Not equipment, not floors, not ladders, not machines, but people. How can that be?

People don't try to have accidents and they don't try to injure themselves. We're not saying that physical hazards never cause or contribute to an accident because they do. However, many accidents and injuries are caused by the acts of people...people taking short cuts, not following proper procedures, ignoring safety rules, and just not paying attention. Or not being trained in safety procedures.

We should always consider possible risks before starting any job and consider how our actions might affect the safety of ourselves and others.

Safety is everyone's responsibility; regardless of where you work. Your company has provided you with training and equipment to perform your job safely but safety is really up to you. You need to follow company policies and procedures on every job, every day. If you do that, you'll be doing your part in helping to reduce accidents and injuries in the workplace.

## **SAFE LIFTING AND BACK INJURY PREVENTION**

### **Safe Lifting**

You've probably heard it a million times...bend your legs, not your back. The reason you've heard it so much is back injuries are painful and debilitating and a serious back injury can prevent you from earning a living or enjoying your leisure time. Nobody wants a back injury. What can you do to help reduce your risk?

Never bend your back when lifting. Never bend over and reach to lift anything. Your back is a complex and sensitive structure made up of vertebrae, discs and nerves. The discs are made of

a soft jelly-like substance that acts like shock absorbers between the vertebrae. Bending over and lifting puts pressure on these sensitive discs and greatly increases the likelihood of an injury.

Never twist while lifting. This too can damage your back. You may twist and lift every day and you haven't experienced an injury or back problem **yet**. If you continue to twist and lift, sooner or later, you will have a back injury. Instead of twisting, lift the item safely, pivot your feet then set the item down. It doesn't take any more time and it could save your back.

If an item is too heavy to lift on your own ask a co-worker to help you. Don't try to lift it yourself. You've been trained and taught proper lifting procedures.

Whatever you lift, keep it close to your body.



Figure 15 Proper lifting

The figure shown above is an illustration of proper lifting technique. You should lower your body by bending your knees keeping your back perpendicular to the floor. You should keep the object as close to your body as possible and then use your leg muscles to lift the object.

But, it's your responsibility to lift safely. Nobody can do it for you, it's your decision. Make the right choice, the safe choice.

## Tips to Prevent Back Pain

Back pain is a fact of life. Many of us have suffered back pain and we know that it's something to avoid. Most doctors don't agree upon what treatment for back pain is best. However, they all agree exercise and diet will greatly reduce your chances of back pain or injury. Since we're not doctors, you should get medical advice on diet and exercise that's best for you.

Proper work practices will make a difference.

As described in the previous section, there are some safe lifting techniques you can use to reduce the potential of injuries and back pain.

Don't lift heavy objects. Get mechanical assistance. Use hand trucks and folding carts as illustrated in the figure below.



Figure 16 Hand Trucks and Folding Cart

When lifting avoid bending and twisting—always use your leg muscles to lift.

Have lumbar support and armrests where you sit.

Change positions frequently.

Safety is a job requirement, but more importantly, safety is a moral obligation to yourself, the company, co-workers, and your family. One accident is simply one too many.

### **Exits**

It is important to know where exits are located and to make sure they're not blocked. Safety awareness will eliminate the vast majority of injuries.



## Chapter 3: CLEANING

### THREE T'S OF CLEANING

In order to think through the proper steps in cleaning anything, you must first identify the problem, and then select the proper cleaning products and tools to do the job. Having done this, it is important to understand how to properly use these cleaning products and tools. This is an essential element of a successful cleaning job. It is important to know how and why certain procedures and products work and why some do not.

In order to increase the cleaning efficiency of any cleaning chemical, one can utilize what is known as "The Three T's of Cleaning".

**The first "T" is for Time.** If a cleaning compound stays on a surface longer, the cleaning efficiency of the product is enhanced. This fact explains why a foaming product is better than a pure liquid on vertical surfaces. A pure liquid runs down the vertical surface. The foam tends to remain longer on the surface; thus increasing the cleaning efficiency.

**The second "T" is for Temperature.** When hot water is used in a carpet extractor, or when hot water is combined with high pressure washing, or "steam cleaning", the product performs better.

**The third "T" is for Turbulence or Agitation.** Ever wonder why a black or brown stripping pad is used with a stripper to remove floor finish? The Brown Stripping Pad is constructed of polyester fibers in a semi open texture nonwoven fabrication. Abrasive particles are distributed throughout and adhered to the pad with a sturdy adhesive. This turbulence speeds the removal of floor finish.

Have you ever washed your car using a rag or sponge? You were adding turbulence which makes the car get cleaner faster. When hand washing is accomplished, the three "T's" are put to work, and many other cleaning procedures employ the three "T's" of cleaning.

## **CHEMICALS USED FOR CLEANING AND THE MSDS**

Chemicals are a vital part of any cleaning operation. Without them we couldn't clean. But with them, we need to take precautions. If you follow precautions, the chemicals you work with are safe. But you may need to wear personal protective equipment such as gloves in order to ensure your safety.

How do you know what kind of protection is required for each chemical?

The answer is the Material Safety Data Sheets or MSDS. The MSDS contains all the information you need to know about any chemical you work with such as ingredients, hazards, First Aid, personal protective equipment and more. If you're unsure about a chemical ask your supervisor for the MSDS. You can never be too safe or too informed about the chemicals that you use.

### **Material Safety Data Sheet–MSDS**

The Material Safety Data Sheet, commonly called the MSDS, is a component of your University's Chemical Hygiene Plan and Hazard Communication Program. The MSDS contains information provided by the chemical manufacturer and is maintained by the University to inform students and staff of the possible hazards associated with chemicals being used in their laboratory or work area. It is a critical part of any laboratory safety program. The goal of the MSDS is to provide you with a summarized, multi-source resource that informs you of certain basic but necessary pieces of information regarding the substance or chemical you are about to use.

The MSDS informs you about the material's physical properties and related health effects, personnel protective equipment necessary to protect the you, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.

The MSDS may vary in style and content, but all contain certain required sections. State and Federal law requires that all manufacturers and distributors of chemical products provide the end user with a manufacturer specific MSDS. One method of accessing is through electronic databases. Many employers keep a notebook with MSDSs for the particular cleaning supplies that you will be using in your job.

## What is a Material Safety Data Sheet?

The MSDS is a widely used system for cataloging information on chemicals, chemical compounds, and chemical mixtures. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product. MSDS can be found anywhere chemicals are being used.



Figure 17 Sign used to denote harmful substance

There is also a duty to properly label substances on the basis of physico-chemical, health and/or environmental risk. Labels can include hazard symbols such as the European Union standard black diagonal cross on an orange background, used to denote a harmful substance.

The goal of the MSDS is to provide the user with a summarized, multi-source resource that informs the user of certain basic but necessary pieces of information regarding the substance they are about to use. The MSDS informs the user about the material's physical properties and related health effects, personnel protective equipment necessary to protect the user, first aid treatment necessary in the event of an exposure, how to respond to accidents, and the planning that may be necessary in order to safely handle a spill.


<b>MATERIAL SAFETY DATA SHEET</b>	
 <p><b>GALLERY* 75 DRY FLOWABLE HERBICIDE</b></p>	<p>Emergency Phone: 800-892-6884 Dow AgroSciences LLC Indianapolis, IN 46288</p> <p>Effective Date: 6/5/03 Product Code: 20116 MSDS: 003994</p>
<p><b>1. PRODUCT AND COMPANY IDENTIFICATION:</b></p> <p>PRODUCT: Gallery* 75 Dry Flowable Herbicide</p> <p>COMPANY IDENTIFICATION: Dow AgroSciences 9330 Zionsville Road Indianapolis, IN 46268-1189</p>	<p><b>INGESTION:</b> Very low toxicity if swallowed. The oral LD<sub>50</sub> for rats is &gt;5000 mg/kg. Harmful effects not anticipated from swallowing small amounts.</p> <p><b>INHALATION:</b> No adverse effects are anticipated from single exposure to dust.</p> <p><b>SYSTEMIC (OTHER TARGET ORGAN) EFFECTS:</b> Contains component(s), which, in animals, have been shown to cause liver and kidney effects. Repeated excessive exposure to crystalline silica may cause silicosis, a progressive and disabling disease of the lungs. Some evidence suggests that kidney effects may result from excessive exposure also.</p> <p><b>CANCER INFORMATION:</b> This mixture contains a component which, is listed as a carcinogen for hazard communication purposes under OSHA Standard 29 CFR 1910.1200. Component listed by IARC and NTP is crystalline silica. An increase in non-malignant liver tumors was observed with Isoxaben in one of two species tested.</p> <p><b>TERATOLOGY (BIRTH DEFECTS):</b> Isoxaben caused birth defects in laboratory animals only at doses toxic to the mother.</p>
<p><b>2. COMPOSITION/INFORMATION ON INGREDIENTS:</b></p> <p>Isoxaben: N-(3-(1-ethyl-1-methylpropyl)-5-isoxazolyl)-2,6-dimethoxybenzamide and isomers (Isoxaben) CAS# 082558-50-7 75%</p> <p>Other Ingredients, total, including: Kaolin CAS# 001332-58-7 Crystalline silica (in Kaolin) CAS# 014806-60-7 25%</p> <p>This document is prepared pursuant to the OSHA Hazard Communication Standard (29 CFR 1910.1200). In addition, other substances not 'Hazardous' per this OSHA Standard may be listed. Where proprietary ingredient shows, the identity may be made available as provided in this standard.</p>	<p><b>REPRODUCTIVE EFFECTS:</b> Isoxaben has been shown to interfere with reproduction in animal studies.</p>
<p><b>3. HAZARDOUS IDENTIFICATIONS:</b></p> <p style="text-align: center;"><b>EMERGENCY OVERVIEW</b></p> <p>Light tan water dispersible granule with a mild aromatic odor. May cause eye irritation with corneal injury. LD<sub>50</sub> for skin absorption is &gt;5000 mg/kg. Oral LD<sub>50</sub> is &gt;5000 mg/kg. <b>EMERGENCY PHONE NUMBER: 800-992-5994</b></p> <p><b>POTENTIAL HEALTH EFFECTS:</b> This section includes possible adverse effects, which could occur if this material is not handled in the recommended manner.</p> <p><b>EYE:</b> May cause moderate eye irritation, which may be slow to heal. May cause slight transient (temporary) corneal injury.</p> <p><b>SKIN:</b> Prolonged or repeated exposure may cause slight skin irritation. Prolonged skin contact is unlikely to result in absorption of harmful amounts. The LD<sub>50</sub> for skin absorption in rabbits is &gt;5000 mg/kg.</p>	<p><b>4. FIRST AID:</b></p> <p><b>EYES:</b> Immediately flush eyes with water; remove contact lenses, if present, after the first 5 minutes, then continue flushing eyes for at least 15 minutes. Obtain medical attention without delay, preferably from an ophthalmologist.</p> <p><b>SKIN:</b> Wash skin with plenty of water.</p> <p><b>INGESTION:</b> No emergency medical treatment necessary.</p> <p><b>INHALATION:</b> Move person to fresh air; if effects occur, consult a physician.</p> <p><b>NOTE TO PHYSICIAN:</b> No specific antidote. Treatment of exposure should be directed at the control of symptoms and the clinical condition of the patient.</p>
<p><small>*Trademark of Dow AgroSciences</small></p> <p style="text-align: center;">1</p>	

Figure 18 Sample MSDS Material Safety Data Sheet

Each company can design its own MSDS form, and the sections may be in different order. But, the basic kinds of information on any MSDS will be the same. This is an example of the first page of an MSDS.

## **Chemical Name**

For example, there is always a section that lists the identity of the substance or the chemical name on the label, date the MSDS was prepared, the name and address of the manufacturer, and usually a phone number for emergencies and more information.

## **Hazardous Ingredients/Chemical Identity**

The section on hazardous ingredients and chemical identity includes names of substances in the chemical that might be dangerous, and safe exposure limits such as Permissible Exposure Limit or PEL as set by OSHA or the Threshold Value Limit or TVL. This section also lists common names for the chemical.

## **Physical Characteristics**

The section on physical characteristics describes many physical qualities of the chemical, and lets you know what is usual or safe. For example, it may state how the chemical looks and smells; boiling and melting temperatures--this is important in case a chemical might become a gas you could breathe; evaporation rate; how easily the chemical dissolves; and how heavy it is--this tells you if it will sink, float, or dissolve in water.

## **Fire and Explosion Data**

The section with fire and explosion data provides information on the lowest temperature when the chemical could catch fire or flash point. It also contains flammability data that lets you know if it's flammable; if it catches fire below 100 degrees Fahrenheit; is combustible; or, if it catches fire above 100 degrees Fahrenheit. In addition, this section lists the best way to put out a fire involving that chemical.

## **Reactivity**

The section on reactivity describes what happens if this chemical comes in contact with air, water, or other chemicals. It also describes conditions, like heat, or materials that can cause the chemical to react by burning, exploding, or releasing dangerous vapors. The chemical is called "incompatible" or "unstable" with these conditions or substances. For example, sodium metal is unstable when it comes in contact with water. It explodes!

## **Health Hazards**

The section on health hazards lists ways the chemical might enter your body, like splashing on your skin or being breathed in as vapor. It will also list possible symptoms of overexposure. This section will provide information about how overexposure might make existing medical conditions worse, and it describes emergency first aid procedures.

## **Usage, Handling, and Storage**

The section on usage, handling and storage describes how to clean up an accidental spill, leak, or release. This part will include any special procedures that might be required for clean-up. It will provide you with information on how to handle, store and dispose of chemicals safely. Remember, if there is an accident, you must notify your laboratory instructor or professor immediately. You may take care of it yourself only if you are trained to do so and are wearing the proper personal protective equipment.

## **Special Protection and Precautions**

This section explains special Personal Protective Equipment to use when working with a chemical. It also describes requirements for special procedures, extra health or safety information, signs that should be posted, and other information not covered in other sections.

It is wise to study MSDSs for any chemicals you will work with in your job. MSDSs for many commercial substances are not primarily intended for use by the general consumer. Material safety data sheets focus on the hazards of working with the material in an occupational setting. For example, an MSDS for a cleaning solution is not highly pertinent to someone who uses a can of the cleaner once a year, but they are extremely important to someone who works with a cleaner or a chemical in a confined space for 40 hours a week.

You may work in many different departments throughout your facility...housekeeping, offices, the kitchen, and others. Employees in each of these departments use different chemicals in the performance of their job responsibilities.

You need to be aware of what chemicals are on what items before you use them. Some chemicals when mixed together can be quite deadly. Let's give you an example. A kitchen

employee may have used ammonia on a rag to clean something in the kitchen. That's perfectly okay as long as there was proper ventilation. Ammonia on its own is perfectly safe when used properly. But if you take the ammonia soaked rag and use it with detergent containing bleach you have just created a very hazardous condition.

Ammonia and bleach, when mixed together, form a deadly combination called chloramine gas. Chloramine gas can kill you. Never mix bleach and ammonia.

Stain removers and certain detergents can also be a hazard. That is why it's vital to your safety and the safety of those around you to always read the chemical label and the MSDS sheet for each chemical that you use and always wear the required personal protective equipment. You can't afford not to!

## **VENTILATION**

Most of today's new office buildings and workplaces are highly insulated and practically air tight. While this is great as far as cost effective energy bills go, the down side to tightly insulated buildings is poor indoor air quality. As windows and doors are typically kept shut throughout the day, moisture, and stale air that can carry contaminants and pathogens. The air circulates inside and gives rise to various problems including mold and mildew, health problems, ruined furniture, and peeling paint. The quality of indoor air can be achieved through mechanical ventilation.

An excellent way to ventilate thoroughly, efficiently, and cheaply is to use exhaust fans.

### **What Are Exhaust Fans?**

An exhaust fan is a mechanical ventilation device that helps to draw out stale and impure air from a room or building and bring in fresh air, thereby improving the quality of indoor air. Exhaust fans are typically ducted to the exteriors, through which bad indoor air can effectively be removed from your work space. Any volatile cleaning supplies will also be vented.

There is a lot of heat and humidity in the bathrooms and laundry rooms and without proper ventilation, mold and mildew can accumulate. Ventilation also keeps the heat down and makes your facility a more comfortable place to work.

Use spray bottles instead of aerosols for applying chemicals if another means is not possible, and make sure you have proper ventilation when using chemicals. When in a commercial building, make sure ventilation systems are turned on. Inadequate ventilation allows chemical by-products to be absorbed into porous items such as ceiling tiles and wallboard.

### **What to do when there is no exhaust fan**

If you are cleaning a restroom with no exhaust system, prop the door open. Place a “Cleaning in Progress” sign in the doorway.

Whenever possible, use mechanical means rather than chemical means for cleaning. For example, use a microfiber cloth instead of a chemical-based dust control product. Also use a microfiber cloth instead of a feather duster, which causes dust to become airborne.

### **REPORT HAZARDOUS CONDITIONS**

We couldn't possibly cover every safety hazard you may encounter on the job. That's why it's up to you to pay attention to safety and do your part to reduce accidents and injuries. You work in the facility every day and no one knows your job better than you.

The training you've received should help you perform your job in a safe manner. But it's really up to you. Obey all posted warning signs. Read and follow all instructions on chemical labels and MSDS sheets. Lift safely. You should always report hazardous conditions to your supervisor, so they can be corrected.

But most of all; use your common sense and good judgment and make yourself personally responsible for a safe and accident free workplace. Take pride in your job and in safety. Nobody can do it for you.



## **Chapter 4: CLEANING IN THE HEALTH CARE INDUSTRY**

Sanitation and good housekeeping can both be defined as the practice of rendering the hospital free from agents injurious to health. Microbiology, the study of microscopic living, plantlike organisms, including bacteria, viruses, yeasts and molds is the biological science on which sanitation is based. There are many communicable diseases known to man. Each one of these diseases or infections is caused by a specific organism. Organisms enter the body through the respiratory tract, digestive tract or through breaks in the skin and multiply, causing tissue injury and body reaction. As the organisms multiply many are shed by the infected person and may be spread to others, thus beginning the cycle again.

### **BACTERIA**

Bacteria are one of the more common microorganisms. Bacteria generally reproduce and multiply by simple division. Each cell reaches maximum size and divides into two parts. The two parts then grow to full size and each divides again. This cycle is repeated again and again.

Food and environmental conditions such as moisture, temperature, light, and degree of alkalinity influence the rate of bacterial growth. Presence or absence of oxygen is also an important factor, because some bacteria require the presence of oxygen for growth and others require the absence of oxygen.

### **VIRUSES**

Viruses are much smaller than bacteria and they are very often too small to retain in filters. Viruses are considered by some to be living organisms, by others to be complex protein molecules that are capable of growth and multiplication only in living cells. Because of their size, they can remain suspended for long periods of time or they can be transplanted from place to place through the hospital's air conditioning system.

### **INFECTION CONTROL**

You know about infection, bacteria, and viruses, but how do you control these potential health hazards? Control of infection caused by these bacterial and viral organisms depends on breaking

what can be called the chain of infection. This chain consists of the reservoir or source of infection, which might be bacteria laden dust, the means of transmission of the infection such as air and finally, the host. The object of infection control is to eliminate reservoirs and to block the means of transmission.

Pathogenic organisms can be transmitted from the reservoir of infection to the new host in four different ways:

1. The first of these is contact, which includes direct contact such as kissing and indirect contact, which means organisms are passed from their reservoir to some object or substance and then to the host.
2. The second type of transmission is sneezing or coughing, which involves droplets.
3. The third type is droplet nuclei, which are the small residue of evaporated droplets that carry pathogenic organisms. These droplet nuclei remain suspended in the air for long periods of time.
4. The fourth type is dust that has become contaminated, which is present on floors, in clothing, and in bedding and when stirred up by normal activities, moves from place to place.

The first step in infection control is to understand the difference between cleaning and sanitizing. Cleaning is removing obvious dirt, debris, and other materials from a surface. Sanitizing or disinfecting is the actual killing of the microorganisms through heat or chemicals.

Disinfectants are very helpful in infection control. There are specific housekeeping procedures essential in controlling the spread of infection.

Top priority should be given to the cleaning of horizontal surfaces, but also give proper attention to the cleaning of walls and other vertical surfaces. Harmful bacteria, which may be introduced into surroundings in a variety of ways, are often airborne for only a short distance. Then they become attached to both vertical and horizontal surfaces, but especially to floors.

Use wet-cleaning methods such as damp wiping, damp mopping, and wet mopping wherever possible. Ordinary dry dusting methods may serve only to redistribute bacteria-laden dust. The use of properly filtered or built in vacuum cleaners is acceptable for dusting and sweeping operations.

Add effective germicides or other pathogen killing chemicals to wet cleaning solutions. Don't mix germicides and detergents because the two ingredients may neutralize each other if the appropriate chemicals are not used. If you want to use a combination of germicide and detergent they should be purchased premixed.

Although, the germicide has some value on the floor itself, its real value is in the reduction of bacterial levels in the mop bucket. Unless checked, bacteria multiply rapidly in the warm, moist environment of mop water and may actually contaminate a floor being cleaned.

Fresh damp wiping cloths, treated dust cloths, and clean wet mops should be used to clean surfaces.

The used wet mops and cleaning cloths must be laundered every day. They should not be left soiled or wet in a work closet overnight. Clean the equipment and storage closet every day.

Separate cleaning equipment should be maintained for newborn nursery, postpartum, isolation nursery, delivery suite, operating suite, and the emergency department. Use plastic film or waxed paper bags for the disposal of infected materials.

## **THE LAUNDRY**

Contaminated linens should be handled in accordance with approved techniques. Handling of linen is a crucial phase in infection control because soiled linen is a source of microbial contamination. Processing of soiled linen begins when the linen is removed from the patient, bed, stretcher, physician, nurse, examining table, or operating table.

Laundering removes pathogens by dilution, acidity, and alkalinity in the washing process and by application of extremely high heat of 345 degrees Fahrenheit or more in the ironing process. There are a variety of linen handling, processing, and disposing procedures, each unique to individual hospitals. Be sure to follow your hospital's policies and procedures because this is

extremely important in infection control. Be sure you've had the proper training and if you're not sure about something, ask your supervisor.

## **ODOR CONTROL**

Odor control is part of infection control. Odor problems arise as a result of poor sanitation in toilet areas, utility rooms and work closets. Deodorizer blocks or sprays that attempt to mask the odors are a mark of poor housekeeping. The most effective way to deodorize these areas is with fresh air, removal of the causes, and frequent cleaning with a detergent-disinfectant solution. Garbage collection areas and soiled linen storage areas may be sites where bad odors arise. Frequent removal of garbage, cleansing of garbage cans, and use of tight lids and the use of waxed paper or plastic liners in garbage cans will help to keep odors to a minimum. Good ventilation is extremely helpful also.

## **WASTE**

Waste constitutes a problem and can be classified into three types:

- Non combustible such as glass, tin, casts, and other materials
- Combustible such as wet tissue, bone, garbage, flowers, or dry combustible such as paper, crates, cartons, and trash
- Chemicals such as acids, flammables, and solvents.

All waste except chemicals can be further classified as infectious or non-infectious. Cartons and boxes are classified as combustible dry waste, but a gift box discarded by a patient in isolation becomes combustible dry infectious waste. The best advice is to follow your hospitals waste handling and disposing procedures.

## **INSECT AND RODENT CONTROL**

Insect and rodent control is very important in infection control as these pests do carry bacteria and other harmful microorganisms; therefore, each individual should take care in their daily work habits, cleanliness, and assisting the hospital in insect and rodent control program.

## **SUMMARY**

Infection control is critical in hospitals due to a wide variety of potential hazards. Follow your hospital's policies and procedures, be aware of the hazards, and do your part in making your hospital as safe and infection free as possible. Employees and patients deserve no less.

## **BLOODBORNE PATHOGENS**

Okay, let's talk about some of the risks and hazards associated with bloodborne pathogens and ways to avoid them. The first place to start is with **training**.

Under no circumstances should anyone be allowed to work with bloodborne pathogens in any form without full and complete training. Although you may have a special certification or other external training, your employer is responsible for providing you with thorough, site- specific training and continued instruction in programs and procedures.

Written standard operating procedures or SOPs must form the basis of your ongoing bloodborne pathogen training program.

### **Training**

If you are likely to be in contact with blood borne pathogens, you will have a program designed to provide a good understanding of bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information.

Bloodborne Pathogen training is required if you can reasonably anticipate facing contact with blood and/or other potentially infectious materials as part of your job duties. All Health Care facilities such as a hospital require bloodborne pathogens training and exposure plans, but there are a wide range of other individuals who may come in contact with blood or potentially infectious materials. These individuals may include industrial nurses, first aid providers, emergency first responders, police, and staff.

### **Pathogens**

The pathogens of primary concern are the human immunodeficiency virus (HIV), hepatitis B virus (HBV), and hepatitis C virus (HCV). You are urged to take advantage of available engineering controls and work practices to prevent exposure to blood and other body fluids.

## ***BLOODBORNE DISEASES***

Bloodborne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. There are many different bloodborne pathogens

including malaria, syphilis, and brucellosis, but Hepatitis B or HBV and the Human Immunodeficiency Virus or HIV are the two diseases specifically addressed by the OSHA Bloodborne Pathogen Standard. We are going to provide you with information about hepatitis C; this is a bloodborne pathogen that has no cure.

### ***Hepatitis B***

In the United States, approximately 300,000 people are infected with Hepatitis B or HBV annually. Of these cases, small percentages are fatal. "Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

There is no "cure" or specific treatment for HBV, but many people who contract the disease will develop antibodies, which help them get over the infection and protect them from getting it again. The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days.

### ***HUMAN IMMUNODEFICIENCY VIRUS***

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

It is good to know that, the HIV virus is very fragile and will not survive very long outside of the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. Because it is such a devastating disease, all precautions must be taken to avoid exposure.

### ***HEPATITIS C***

Hepatitis C is a blood-borne infection caused by an RNA virus, hepatitis C virus (HCV). This virus causes damage to the liver that may result in chronic infection and disease. HCV is

unrelated to any of the other known hepatitis viruses (A, B, D and E), and infection is identified by the detection of antibodies to the virus in the blood.

There is no known cure for Hepatitis C.

### **Risk for exposure**

Healthcare personnel are at risk for occupational exposure to bloodborne pathogens, including hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV). Exposures occur through needlesticks or cuts from other sharp instruments contaminated with an infected patient's blood or through contact of the eye, nose, mouth, or skin with a patient's blood. Most exposures do not result in infection.

Your employer should have in place a system for reporting exposures in order to quickly evaluate the risk of infection, inform you about treatments available to help prevent infection, monitor you for side effects of treatments, and determine if infection occurs.

### **How can occupational exposures be prevented?**

Many occupational exposures can be prevented. Needle sticks and other cuts can be prevented by using safe techniques. Using appropriate barriers such as gloves, eye and face protection, or gowns when contact with blood is expected can prevent many exposures to the eyes, nose, mouth, or skin.

### ***MODES OF TRANSMISSION***

Bloodborne pathogens such as HBV, HCV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids. These body fluids include semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, peritoneal fluid, and amniotic fluid.

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, whether it is providing first aid to an individual in an emergency, handling blood samples in the laboratory, or cleaning up blood from a hallway.

Bloodborne pathogens are most commonly transmitted through sexual contact, sharing of hypodermic needles, from mothers to their babies at or before birth, accidental puncture



from contaminated needles, broken glass, or other sharps, contact between broken or damaged skin and infected body fluids, contact between mucous membranes and infected body fluids.

Accidental puncture from contaminated needles and other sharps can result in transmission of bloodborne pathogens. Anytime there is blood-to-blood contact with infected blood or body fluids, there is a slight potential for transmission.

Unbroken skin forms an impervious barrier against bloodborne pathogens. Infected blood can enter your system through open sores, cuts, abrasions, acne, and any sort of damaged or broken skin such as sunburn or blisters.

Bloodborne pathogens may also be transmitted through the mucous membranes of the eyes, nose, or mouth.

As an example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

### ***PPE, WORK PRACTICES and ENGINEERING CONTROLS***

It is extremely important to use personal protective equipment and work practice controls to protect yourself from bloodborne pathogens. "Universal Precautions", also known as "Standard Precautions" is the name used to describe a prevention strategy in which all blood and potentially infectious materials are treated as if they are, in fact, infectious, regardless of the perceived status of the source individual.

In other words, whether or not you think the blood or body fluid is infected with bloodborne pathogens, you treat it as if it is. Appropriate use of Personal Protective Equipment (PPE) is required by engineering and work practice controls. Where occupational exposure remains after standard engineering and work practice controls are implemented, personal protective equipment shall be used.

Impermeable gloves must be worn when hand contact with blood or mucous membranes is possible. Gloves must also be worn when Other Potentially Infectious Material or OPIM is possible. Gloves must be worn when non intact skin is anticipated, when performing vascular access procedures, or when handling contaminated items or surfaces.

You must be able to wash your hands after contact with blood or other potentially infectious materials. OSHA requires that employees wash their hands and any other skin with soap and water or flush mucous membranes with water as soon as feasible after contact with blood or other potentially infectious materials.

Protective clothing must be removed before leaving the room, and disposed of in an appropriately designated area or container for storage, washing, decontamination or disposal. Probably the first thing to do in any situation where you may be exposed to bloodborne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). For example, you may have noticed that emergency medical personnel, doctors, nurses, dentists, dental assistants, and other health care professionals always wear latex or protective gloves.

### ***Rules to follow***

There are some simple rules to follow. When coming in contact with blood borne pathogens, you should always wear personal protective equipment. You should replace PPE that is torn or punctured. You should remove PPE before leaving the work area. If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated PPE should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered.

### ***Gloves***

Gloves should be made of nitrile a rubber used especially in latex-free gloves; neoprene rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. You should always inspect your gloves for tears or punctures before putting them on. If a glove is damaged, don't use it!



Figure 19 Nitrile Gloves

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin, and be sure to dispose of them in a proper container so that no one else will come in contact with them.

REMOVE YOUR GLOVES BEFORE DOING ANY OTHER WORK.

### ***Goggles***

Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

### ***Face Shields***

Face shields may be worn in addition to goggles to provide additional face protection. A face shield will protect against splashes to the nose and mouth.

## ***Aprons***

Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.

Wearing gloves, gowns, masks, and eye protection can significantly reduce health risks. The new OSHA standard covering bloodborne disease requires that you have appropriate personal protective equipment (PPE) and clothing available.

If you follow safe operating procedures and wear proper personal protective equipment the possibility of contracting a bloodborne disease is greatly reduced.

## ***SELECTING PERSONAL PROTECTIVE EQUIPMENT***

Janitors and housekeepers working in health care facilities must use personal protective equipment such as gloves. Single use gloves cannot be washed or decontaminated for reuse. Utility gloves may be decontaminated if they have not been compromised. If you are allergic to standard gloves, you must be provided hypoallergenic gloves or similar alternatives.

You should wear eye and mouth protection such as goggles and masks, glasses with solid side shields, and masks or chin-length face shields when splashes, sprays, splatters, or droplets of potentially infectious materials pose a hazard through the eyes, nose or mouth.

More extensive coverings such as gowns, aprons, surgical caps and hoods, and shoe covers or boots are needed when gross contamination is expected.

## ***OTHER PROTECTIVE PRACTICES***

If an your skin or mucous membranes come into contact with blood, you are to wash with soap and water and flush eyes with water as soon as feasible. In addition, you must wash your hands immediately or as soon as feasible after removing gloves. If soap and water are not immediately available, your employer may provide other hand washing measures such as moist towelettes. You still must wash with soap and water as soon as possible.

You must refrain from eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses in areas where they may be exposed to blood or other potentially infectious materials.

Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come into contact with skin.

Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you have to come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

### **Hygiene Practices**

Hand washing is one of the most important and easiest practices used to prevent transmission of bloodborne pathogens. Hands or other exposed skin should be thoroughly washed as soon as possible following an exposure incident. Use soft, antibacterial soap, if possible. Avoid harsh, abrasive soaps, as these may open fragile scabs or other sores.

Hands should also be washed immediately or as soon as feasible after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Laboratory sinks, public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction either with a clean cloth or paper towels or you may use antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and running water as soon as possible.

### **Decontamination**

Decontamination should be accomplished by using a solution of 5.25% sodium hypochlorite or household bleach diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water.

Decontamination can also be accomplished by using Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of bleach over the towels or rags, and leave it for at least 10 minutes.

If you are decontaminating equipment or other objects such as scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or other contaminated equipment, you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, and pails.

For large blood spills, you should generally contact custodial staff for cleanup. They are trained to do this and use disinfectant to decontaminate the area. However, if you are trained to do so, you can cleanup blood spills if the above procedures are followed.

## **Sterilization**

Sterilization can be achieved using a number of techniques such as heat, irradiation; filtration; and chemical sterilization. In the microbiology laboratory, the most widely used sterilizers are autoclaves. Autoclaves eradicate micro-organisms by use of pressurized steam to cause thermal stress. To achieve a sufficient kill rate, it is necessary to raise the temperature such that even the most thermo-tolerant micro-organisms are inactivated.

## **Sharps**



Figure 20 Sharps container

Needles and broken glass must be disposed of in sharps containers. Improperly disposed needles can cause injury.

### ***Needles***

Needles should never be recapped.

Needles should be moved only by using a mechanical device or tool such as forceps, pliers, or broom and dustpan.

Never break or shear needles.

Needles shall be disposed of in labeled sharps containers only.

Sharps containers shall be closable, puncture-resistant, leak-proof on sides and bottom, and must be labeled or color-coded.

When sharps containers are being moved from the area of use, the containers should be closed immediately before removal or replacement to prevent spillage or protrusion of contents during handling or transport.

### ***Broken Glassware***

Broken glassware that has been visibly contaminated with blood must be sterilized with an approved disinfectant solution before it is disturbed or cleaned up.

### ***Other Sharps***

There are safety dangers associated with accidental breakage of glass capillary tubes. These tubes are used for collection of blood in a variety of health care settings, including hospitals; ambulatory care facilities, physicians' offices, blood donation facilities, and blood testing centers.

Accidental breakage of the tubes has been reported when the tubes are inserted into putty for sealing and during centrifugation.

Blood can spatter, potentially exposing personnel to bloodborne pathogens. The broken glass fragments also can injure the user, resulting in exposure to blood. Breakage during use may result in a penetrating wound and blood inoculation to the user.

To reduce the risk, OSHA recommends that users consider blood collection devices less prone to accidental breakage and readily available, including capillary tubes that are not made of glass, glass capillary tubes wrapped in puncture-resistant film, products that use a method of sealing that does not require pushing one end of the tube into putty to form a plug, or products that allow the blood to be measured without centrifugation.

### **Signs, Labels, and Color Coding**

Warning labels need to be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport, or ship blood or other potentially infectious materials.



Figure 21 Biohazard Label

These labels are fluorescent orange, red, or orange-red. Bags used to dispose of regulated waste must be red or orange red, and they, too, must have the biohazard symbol readily



visible upon them. Regulated waste should be double-bagged to guard against the possibility of leakage if the first bag is punctured. Labels should display the universal biohazard symbol.

### **Emergency Procedures**

In an emergency situation involving blood or potentially infectious materials, you should always use Universal Precautions and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

### **If you are exposed**

If you are exposed, however, you should wash the exposed area, report the exposure, fill out a report form, and request testing.

1. Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible. If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.
2. Report the exposure to your supervisor or instructor as soon as possible.
3. Fill out an exposure report form. This form will be kept in your personnel file so that you can document workplace exposure to hazardous substances. This form can be obtained from your Safety Department.
4. You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

### **Hepatitis B Vaccinations**

Employees who have routine exposure to bloodborne pathogens, such as doctors, nurses, first aid responders, and similar occupations, must be offered the Hepatitis B vaccine series at no cost to themselves. The employees have a right to refuse the vaccination but will need to complete a form documenting their decision not to accept the vaccination.

## **Record Keeping**

Medical records are to be retained for each employee with occupational exposure of bloodborne pathogens for the duration of employment plus 30 years. These records must be confidential and must include name and social security number; hepatitis B vaccination status, and results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.

### ***Medical and Training Records 83***

The Bloodborne Pathogens Standard requires both medical and training records be maintained. For at least the duration of employment plus 30 years, and must be kept confidential not disclosed without written permission of employee, except by law and separate from other personnel records.

## **Chapter 5: CLEANING PROCEDURES AND TIPS**

### **CLEANING PRINCIPLES**

Cleaning can be a rewording and sometimes fun! It helps to know the basic cleaning principles. First look at what it is you want to clean. Do you know where the dirt came from? If not don't worry. I will give you some ideas on how to find out. It's also important to know the different cleaners and when to use them.

Let's get familiar with some basic cleaners!

Abrasives work like sandpaper and physically remove dirt. They come in powders, liquids and tools like brushes, sponges and pads.

Acid is the opposite of alkaline and can be used to remove rust stains, water deposits and even clean clogged pipes. Depending on its pH level the lower from 7 the more powerful. 7 being neutral and anything higher is considered a Alkaline. Some acids include lemon juice, (citric acid) vinegar, (acetic acid) and hydrochloric acid.

Alkaline can be used to remove heavy oil and grease, wash windows. Clean coffee and tea stains and dissolve grease. Alkaline include banking soda, ammonia, TSP, acronym for Tri-Sodium Phosphate, and lye.

Bleaches used to bleach out a discoloration by removing or adding oxygen. Bleaches are also used to disinfect because of their ability to kill germs safely. Bleach types include oxygen bleach which adds oxygen, reducing bleach which removes oxygen, and peroxide.

Detergents have the ability to lower surface tension and of deflocculating soil and dirt clumps and keeping them in suspension, so they can be washed away. Detergents are typically considered to be both water and oil soluble, which serves as an emulsifying agent. Detergents are used to clean both soil and grease. Detergents include laundry cleaners or synthetic detergents and soap.

Solvents are capable of dissolving another substance to form a uniformly dispersed mixture. They are chemically capable of dissolving oily and greasy soils and stain and speed up drying time because they evaporate faster than water. The types of solvents are water miscible or wet solvents like alcohol and butyl cello solve, and water immiscible or dry solvents like OMS, acronym for odorless mineral spirits and kerosene.

Enzymes are microorganisms engineered to break down protein and oil into their basic components. Enzymes are sensitive to pH changes and chemical reactions.

Now you have the knowledge of what the basic cleaners do. So now we need to identify the problem.

Some grime you might already know.

Some might be more complicated.

Food might automatically be considered a protein; some foods like juices and condiments contain dye.

Urine is a protein but it's also very acidic and may require a combination of enzyme and alkaline to completely remove it.

## **The pH Scale**

In chemistry, pH is a quantitative scale for measuring the acidity or alkalinity of liquid solutions. The scale runs from the number 0 to 14. The number 7 on the pH scale is neutral, not acid or base. The number 0 on the pH scale is a strong acid. The number 14 is a strong alkali. In the cleaning industry the word "alkali" is used to denote base. So the pH scale runs from 0 acid to 14 alkali.

On the pH scale each full number increase represents a tenfold increase of the acidity or alkalinity of the solution. It is a geometric progression by the number 10. So pH of 1 is 10 times more powerful than pH of 2. The pH of 3 is 100 times more powerful than pH of 4.

The numbers on the scale denote the “strength” characteristics of the solution not the “quantity” or dilution of the solution. Whether you have a drum of lye or a table-spoon of lye they both have the same strength characteristics pH.

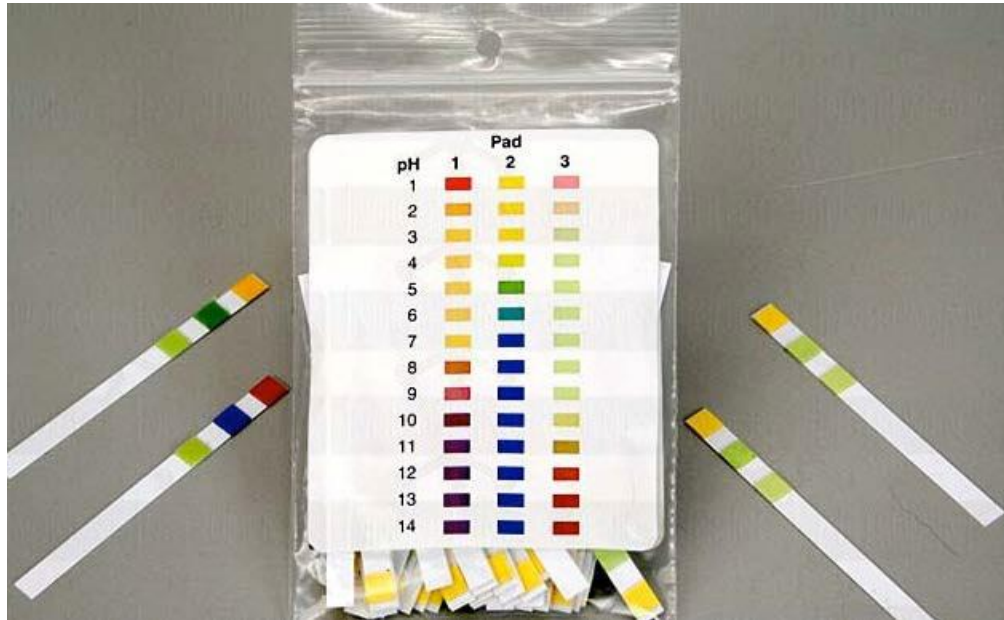


Figure 22 Commercially Available pH Test Strips

## COLOR CODING OF CLEANING SUPPLIES

### Why Color Coding is Important?

Color coding cleaning supplies improves training and communication. It is an intuitive visual coding system, removing language and literacy barriers when training a diverse workforce in proper cleaning processes. Color coding also provides supervisors with quick visual indicators for monitoring employee activity to prevent tool or chemical misuse.

### Examples of the Use of Color Coding of Supplies in Cleaning:

**Red:** High bacteria areas for example restrooms with toilets and urinals.



Figure 23 Red Color Coding for Cleaning Supplies

Red cleaning supplies are used in areas of the restroom that have higher bacteria concentrations, where sanitation is a priority. Particularly toilets and urinals should have a high priority.

**Yellow:** Specialty cleaning for gymnasiums and laboratories.



Figure 24 Yellow Color Coding for Cleaning Supplies

Use for sinks and general restroom cleaning, to prevent cross contamination from toilet and urinal areas. May also be used for specialty cleaning activities such as gymnasiums, laboratories and floor-care projects.

**Green:** Foodservice areas for example cafeterias and kitchens.



Figure 25 Green color Coding for Cleaning Supplies

Green cleaning supplies should be used in areas that come into contact with food, including kitchens, cafeterias and employee break rooms. Or for example, a separate color could be used for food preparation areas for an added degree of safety. For example, in food preparation areas, one color, for example a light lime green, could be used for raw meats and another color for preparation of fruits, vegetables, and lettuces, for example a deep woods green.

**Blue:** General use for example offices, hallways and classrooms.



Figure 26 Blue Color Coding for Cleaning Supplies

Blue is used for general cleaning in offices, entrances, hallways and reception areas.



Figure 27 Red, Yellow, Green, and Blue Color Coded Microfiber Cleaning Cloths



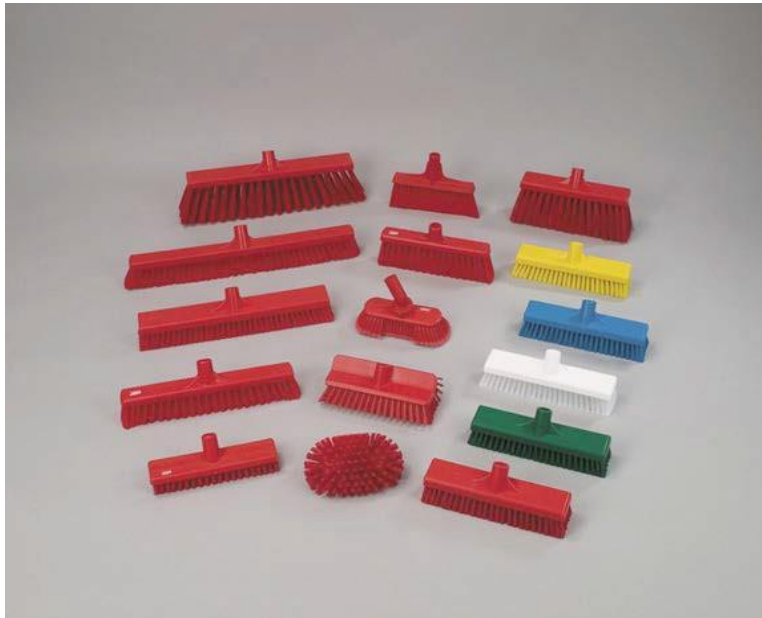


Figure 28 Color coded brushes

### **Color Coding Prevents the Misuse of Chemicals**

The use of color coding for cleaning supplies prevents the misuse of chemicals and reduces the transfer of harmful substances by separating potentially hazardous cleaning chemicals into their appropriate areas. For example, mopping solutions can be coded for a specific floor to avoid the use of caustic chemicals that may permanently damage the surface.

### **Simplifies Supply Management**

By keeping cleaning tools in their proper areas, color coding allows custodial departments to keep better track of their equipment and supplies. Productivity increases when employees no longer have to search for misplaced tools or proper cleaning equipment.

### **Improves Efficiency**

Color coding enhances the professional appearance of employees and increases their efficiency by making it easy to organize the cleaning process.

Of course every facility is unique. The colors discussed here are just the common colors used in color coding. Additional colors may be used for specific applications, such as color coding types of chemicals for use with specific flooring materials or counter tops.



Figure 29 Many different colors for cleaning supplies

In addition, color tape or decals can be applied to your existing or off the shelf cleaning supplies. This gives you the ability to easily change cleaning applications and reassign supplies to different areas or functions as required. For example, color coded decals can be used to change supplies from the general use blue coding to the bathroom red coding.

It is never recommended to reassign any red labeled cleaning supply. Certainly if any red coded supplies are reassigned to any other areas, the supplies must be thoroughly decontaminated, cleaned, and sanitized by disinfection or sterilizing. It would make good sense to dispose of the red supplies and purchase new ones instead of risking cross contamination.

The next figure shows a series of colored and white brushes used in cleaning. Color coded decals or tape can be placed on the handles of the white brushes to achieve color coding.



Figure 30 Examples of colored and white brushes used in cleaning

## **Chapter 6: Cleaning Office Buildings**

As mentioned above there are many different areas in office buildings, hospitals, and schools that require cleaning. Office buildings have restrooms with toilets, urinals, trash cans, and sinks to be cleaned. They also have restaurants, cafeterias, and kitchens that are food service areas. In addition, office areas have entry ways, hallways, and classrooms that must be cleaned. And finally there are specialized areas such as gymnasiums and laboratories that must be cleaned. In this chapter we will address cleaning the areas mentioned above; as well as mirrors, walls, floors, window coverings, upholstery, televisions, and computers.

### **CLEANING RESTROOMS**

We will start with cleaning restrooms. The fact is that at least 50 percent of the public's complaints about buildings concern the upkeep of restrooms. According to industry professionals, there is an increase in public awareness of what one can acquire from dirty restrooms. Because of this, owners, operators, manufacturers, distributors and suppliers are all working hard to come up with systems and processes to make cleaning easier, safer, faster and better.

#### **Restroom Deep Cleaning**

Indeed, relatively recent innovations in restroom cleaning range from ergonomically designed toilet-bowl brushes and environmentally safe citrus-based cleansers to color-code and even touch-free cleaning systems.

Combined with old-fashioned common sense and attention to detail, the new cleaning improvements make it easier and safer than ever to leave a restroom spotless.

Because the definition of 'clean' is very subjective and varies from one environment to another, it is important to determine what is required in terms of cleanliness. One definition of clean is "free from dirt or impurities."

With the exception of critical care areas, such as those found in some health care facilities or food service environments there are few, if any, broadly established cleaning standards.

## **Toilet Cleaning Today**

A workable cleaning schedule is important. Most restrooms are cleaned once a day and sometimes monitored throughout the day. Restrooms with high traffic volume, such as those in airports, restaurants and other establishments may need attention hourly. According to experts, managers and operators who thoroughly assess the overall use of each restroom in their facility will have far fewer restroom complaints.

Those who devise cleaning schedules that accommodate the need for regular cleaning and maintenance, as well as incidental and as-needed cleaning will not hear any complaints.

## **Top Five Restroom Complaints**

Once the cleaning basics have been established – how clean and how often – cleaning professionals still face every restroom’s “Top Five.” These are the five typical restroom complaints and the most common cleaning challenges that workers face. They are:

- 1) Cross-contamination hazards
- 2) Soap and towel dispensers that don’t work
- 3) Unsightly garbage
- 4) Soiled or stained surfaces
- 5) Persistent odors

## ***CROSS-CONTAMINATION***

There are a number of ways to prevent the spread of germs when cleaning a restroom.

Experts say, first kill the germs by using disinfectant solutions properly. In order to achieve disinfection, it is important to carefully follow label directions on the cleaner container.

More often than not, the directions will include specifics on how the cleaner is to be applied, as well as the length of time that it should remain on surfaces in order to achieve the required disinfection levels.

Other recommendations include using a color-coded system when cleaning. With a system like this, tools that are one color can be used for cleaning toilets, while a different color can be reserved for intense work.

This type of system will make sure that management, as well as the cleaning staff, doesn't use any of these tools outside the restroom.

### ***SOAP AND TOWEL DISPENSERS THAT DON'T WORK***

This is a case where back-ups make sense.

Managers may want to consider offering patrons both hand towel machines and hand blow dryers. This is an alternative solution if one or the other is out of order. Frequent service, repair, and replacement of machines also help eliminate this common complaint.

### ***UNSIGHTLY GARBAGE***

Regardless of whether a restroom is disinfected properly, unsightly garbage can make it appear unsanitary. Studies show that people often use a paper towel on door handles when leaving restrooms. If a garbage receptacle isn't near the door, they often drop the towel on the floor.



Figure 31 Unsightly Garbage Container

Analyzing traffic and these types of use patterns will help determine whether alternate placement or additional receptacles are needed.

### **SOILED OR STAINED SURFACES**

An obvious first step in cleaning would be removal of visible soiled surfaces.



Figure 32 Dirt behind a Toilet

The nature of the surface and the soil will affect which tools and cleansers to use. For instance, degreasers might be just the solution for some of the surface stains found in fast- food restaurant facilities.

Industry manufacturers advise that users proceed with caution when using various cleansers. There are many very aggressive cleaners which can remove soil from surfaces, but will also harm finishes.

Surface damage only makes maintaining cleanliness and appearance that much more difficult in the future. Thus, selection of the mildest, yet effective cleaners is the best approach to balance these factors.

## **PERSISTENT ODORS**

When dealing with this common complaint, building managers are advised to look down – at the grout or the floor drain.

Often times, odor-causing bacteria can be found in grout lines where mops may not reach. If this is the case, it may be helpful to re-evaluate the products used to do this cleaning.

Bacteria must be killed to remove odor. Other times the best thing to do is to look up, because light fixtures and even ceilings can harbor bacteria or mildew spores. It is important to note that thorough ventilation can reduce odors in high humidity areas such as restrooms. Make sure all air vents are cleaned.

Managers dealing with a lot of in and out restroom traffic, such as those found in schools and airports should carefully assess regular cleaning schedules to make sure these problems are addressed.

## **INNOVATIONS**

When it comes to cleaning restrooms, manufacturers found that a thorough assessment of cleaning procedures is what led to some of the best innovations.

After spending many years evaluating restroom cleaning and the various procedures called for, manufacturers found two overall problems.

First, there was a very high turnover among employees and training was an issue within janitorial departments.

Second, many janitorial departments rarely updated the tools they used for cleaning, many of which were not ergonomically designed.

In response, the cleaning supply industry soon introduced various ergonomically designed tools. These were designed to reduce back pain through the use of longer handles, which also kept a worker's face away from the toilet bowl containing chemicals and fumes.

Manufacturers have commented that the use of these types of products will not only make cleaning easier and safer for workers, they will also result in worker retention.



Many of the improvements offered by manufacturers, suppliers, trainers and others in the industry have had a similar value-added impact on restroom cleaning.

Microfiber mop heads and cloths adhere to dirt more efficiently and are easier to lift than traditional “spaghetti” mops because they weigh less.



Figure 33 A Spaghetti Mop

### **Why use microfiber supplies?**

Microfiber cleaning cloths provide a non-toxic and chemical free cleaning solution. They are outstanding for allergy and asthma sufferers, as well as anyone with chemical sensitivities. They also provide a healthier cleaning solution because microfiber cleaning supplies can be used without cleaning agents, soap, or detergents. In addition they are gentle on furniture, mirrors, windows, and porcelain as the fiber is fine and it does not leave scratches, mist or marks.

Microfiber mop heads and cloths are also more environmentally friendly because they use less water; they're washable and reduce the amount of trash left at the end of the cleaning day.



Figure 34 Micro fiber mop system

Environmentally friendly green cleaning is a trend that has grown stronger in recent years. Many manufacturers have introduced tools that are designed specifically for recycling whenever green cleaning tools wear out. Instead of replacing the entire tool when a part breaks, many manufacturers provide replacement parts.

In addition, many workers use squeegees and water to clean restroom mirrors and windows. The benefit is that departments will use fewer chemicals and will not find trash bins filled with paper towels as a result of cleaning.

Cleaning chemicals should also be considered in green cleaning. There are many manufacturers that provide cleaning products certified with Green Seal.

These new innovations make it easier for companies to accept green cleaning into their programs.

### **WHAT DOES CLEANING GREEN ENTAIL?**

First, a definition Green Cleaning is cleaning to protect health without harming the environment. Basic principles of Green Care are listed below.

Focus on entryways inside and out. An important goal in cleaning green is to trap and remove dirt and pollutants before they enter the building and to frequently clean the entrances and entryway mats.

Minimize particles and chemicals in the air by mechanically capturing dust and dirt, using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface to be cleaned.

Use chemical management systems for accurate product dilution. Train employees to use chemicals properly to minimize waste and maximize cleaning efficiency, an important element of cleaning green.

You should empty vacuum bags at the end of shifts or when half full for cleaner and more efficient operating.

Ensure proper vacuuming, extraction, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Green cleaning means minimizing these problems.

Focus on preventative measures. Janitorial staff washes their hands and keeps equipment clean and well maintained.

Focus on touch-points. These are door handles, bright work and other areas where people come in contact with the facility or its fixtures. Focusing here makes cleaning green easier.

Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time so that soil is thoroughly removed using less product. Use labels on chemical cleaners for proper use and review the Material Safety Data Sheets.

Promote safety and prevent cross-contamination. Safer products and proper use and storage of chemicals help create a safer environment. As discussed earlier, color-coded tools ensure that pollutants don't get carried from one area, such as a restroom, to another room.

Whenever possible, use Green Cleaning Chemicals and Products. Green Seal's Standard for Industrial and Institutional Cleaners (GS-37) certified chemicals for general purpose, washroom, glass, and carpet cleaning.



Figure 35 Green Seal Symbol

Use hand soaps that do not contain antimicrobial agents except where required by law or regulations for example healthcare or food preparation.

Microfiber dusting cloths and flat mops to collect dust and dirt pick up dust with minimal water and chemical use. These out-perform traditional dusting and mopping materials and can often be used to remove soils without the need for chemical compounds. Micro-fiber materials can be washed and reused to minimize paper towel waste.

### **Use of Effective Janitorial Equipment**

One example of effective janitorial equipment that is environmentally friendly is the high- speed burnisher with dust control attachments that captures fine particles.



Figure 36 High Speed Burnisher with dust control

Carpet extractors and automatic floor scrubbers that reduce water consumption are also effective janitorial equipment.

Green cleaning includes the use of “Green” Paper products. These paper products are rated for recycled content in janitorial paper products bleached without the use of chlorine or its derivatives. In addition, paper products dispensed from large rolls to minimize packaging and waste are used in Green cleaning. Folded paper towels are discouraged.

“Hands-free” paper towel dispensers that reduce the potential for cross-contamination and high-capacity dispensers that promote waste-reduction by controlling towel usage are on the list of “Green” Paper products.

For all the innovations in the industry, the need for common sense and attention to detail is as great as ever. Training employees properly is a task that experts say should always be at the top of a building manager’s “to do” list. Industry professionals emphasize that it is important to have the proper tools when cleaning, but it may be even more important to have the proper training.

### **Attention to Detail**

Just look at a restroom, any restroom. The entire area may be clean and sparkling, but what about the dirt build-up around stall posts or behind toilets or baseboards. Everything must be cleaned properly, or the restroom isn’t clean.

When cleaning toilets, one of the most important parts is the underside of the lip of the toilet. This is where urine and feces can be splashed and lime, calcium and rust stains can build up. That’s where bacteria and germs can form quite easily causing a filthy toilet. Cleaning the underside of the toilet is extremely important.

Dusting a restroom is also a critical part of your job. Dust, bacteria and germs can settle in vents, on tops of overhead ledges and, of course, on vents.

### **Cleaning and Sanitizing**

Remember there is a difference between cleaning and sanitizing. Cleaning is washing or wiping a surface. Cleaning removes dirt, dust and debris, but it doesn’t kill bacteria. Sanitizing kills bacteria.

There are two ways to kill bacteria.

1. One is to use high temperature water, similar to very hot water used in a dishwasher. Hot water sanitizes the dishes and kills bacteria. That's not logical for restrooms, but you can use an approved sanitizer after cleaning to kill bacteria. Steam cleaners are commercially available.
2. Another way is cleaning and sanitizing. Cleaning and sanitizing is required in making surfaces free of bacteria. Remember that cleaning and sanitizing are two different systems and both are required when servicing restrooms and other areas.

Some sanitizers are called disinfectants and some products combine cleaning and disinfecting ingredients into one product. These combined products work well only on surfaces that are already relatively clean. For dirtier surfaces it is important to clean first and then apply a separate disinfectant.

For the disinfectant or sanitizer to be effective, it must remain in place for at least 10 minutes.

Deep cleaning of restrooms needs to be done at least weekly. However, a deep cleaning may also be required when cleaning a restroom for the first time, or when you encounter a particularly dirty situation. High traffic restrooms may need a deep cleaning once a day even if routine cleaning is done more frequently.

Most deep cleaning can be done with regular chemicals by mixing with less water so that they are more effective. In addition, it may be necessary to spend more time removing soils using brushes and scrub pads.

### **Steps to Cleaning a Restroom**

Don't allow your restroom to become the source of customer or employee complaints. Adhere to the following guidelines to insure a cleaner, healthier restroom environment.

## ***GET READY TO CLEAN.***

When you are preparing to clean a bathroom, first make list of duties and cleaning supplies that will be required for each job. You should make certain the supply closet is clean and contains the proper supplies and equipment. An example list of cleaning supplies is provided below.

1. Disposable Latex Non-Medical Gloves—these gloves come in large, medium, and small sizes.



Figure 37 Gloves for cleaning

2. Safety Goggles or Safety Glasses



Figure 38 Safety goggles

### 3. Toilet Bowl Swab



Figure 39 Toilet Bowl Swab

### 4. Microfiber Mop System

### 5. High Density Trash Liners 32 Gal.

### 6. General Purpose Cloth

### 7. Extendible Lamb's wool Duster

### 8. Glass Cleaner—Windex® is a common commercially available glass cleaner

9. Cleaner/Disinfectant—Lysol® Brand Disinfectant All purpose Cleaner with Bleach and Antibacterial Scrubbing Bubbles® Bathroom Cleaner are common Cleaner/Disinfectants. There are other commercially available Cleaner/Disinfectants for professional cleaning services.

### 10. Kleenex® Cottonelle Toilet Tissue



### 11. Health Guards Regular Toilet Seat Cover Refill



Figure 40 Items for cleaning the bathroom

12. Sanitary Napkins or Tampons

13. Paper Towels

14. Hand Soap

15. "Wet Floor" signs

## ***DISINFECT TOILETS, SINKS AND SURFACES***

Before disinfecting toilets, sinks and surfaces make sure you are wearing the proper safety items such as gloves and protective eyewear. Be sure to review the MSDS for each chemical that you use. Spray all fixtures with the correct chemicals to allow time to “soak” in. Wipe clean.

## ***RESTOCK EXPENDABLE SUPPLIES***

When you are restocking expendable supplies, always make sure you fill the dispenser with the correct size paper or soap product. Be sure to secure the dispenser after it has been filled.

## ***EMPTY, CLEAN AND RE-LINE WASTE RECEPTACLES***

The next job will be to empty, clean and re-line waste receptacles. You should make sure all litter is picked up prior to emptying the receptacles. Use the correct size liners and taper the excess liners by tying on one corner.

## ***SWEEP OR DUST MOP FLOORS***

Depending on the floor surface, you will either sweep or dust mop the floor.

## ***CLEAN SINK AND COUNTERS***

The next job will be to clean the sink and counters. First, remove all debris from counters. Start at the backsplash of the counter and work towards the drain. Be sure to dry all surfaces.

## ***CLEAN MIRRORS***

To clean the mirrors, start in one corner and work from right to left. Use circular cleaning motions for best results. Inspect for streaks and smudges.

## ***SPOT CLEAN WALLS, PARTITIONS, BRIGHT WORK***

Spot cleaning is the next job. Using the proper chemicals spot clean all vertical surfaces starting at the bottom and working your way up. Clean all bright work. Bathrooms don't just need to be

clean, they need to shine. All that white porcelain, bright work and tile work demands weekly, if not daily attention.

## **Cleaning Toilets**

### ***WHAT YOU NEED:***

1. Goggles or glasses.
2. Toilet brush.
3. Gloves.
4. Cleanser for inside of bowl.
5. Cleanser for outside of the toilet.
6. Paper towels or cloths.

### ***REMOVE EVERYTHING FROM AROUND THE TOILET.***

Cleaning the toilet is a messy job, and there's always the chance of splashing cleanser or toilet water outside of the actual toilet. Prevent extra cleanup by removing all excess items from around the toilet. Don't forget to remove anything on top of the tank to prevent dropping items into the bowl during cleaning.

### ***FLUSH AND ADD CLEANING SOLUTION.***

Flush the toilet with the lid down to prevent splashing or spraying. Add your choice of powdered, liquid, or gel cleanser to the bowl. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser.

### ***CLEAN THE EXTERIOR OF THE TOILET.***

While the cleansing solution soaks into the toilet grime in the bowl, clean the outside of the toilet. Start at the top to prevent dripping on already clean surfaces.



Figure 41 Cleaning a toilet

Spray the tank, handle, and tank edges with cleaner and wipe down.

Next do the outside lid of the toilet.

Finally wipe down the entire bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor.

***CLEAN THE TOILET SEAT.***

The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid and the rim of the toilet with cleanser.



Figure 42 A urine stained toilet lid

Wipe down the lid, seat, and hinges at the back of the toilet seat. Some toilets have hinges that will pop open to allow better access for cleaning.

***CLEAN THE INSIDE OF THE TOILET BOWL.***

Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away.



Figure 43 Cleaning the Inside of the Toilet

Even though there are many commercial products available, Lime-A-Way® is a commercial product that is a concentrated blend of mild organic and mineral acids formulated to remove calcium and other hard water mineral deposits from under the rim of toilets. It has a pleasant fragrance and is easy to use. It removes rust, calcium and lime build up from toilets and it effectively cleans even the toughest hard water stains.

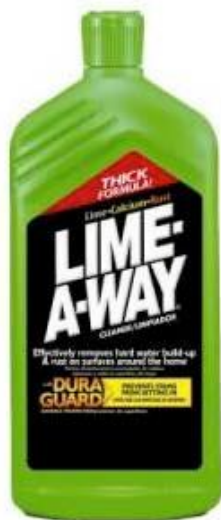


Figure 44 Lime A-Way a product for removing rust and calcium build up under the lip of toilets

Next scrub the bowl. Finally scrub the hole at the bottom of the toilet.



Figure 45 Dirty toilet bowl and hole at bottom

Always flush the toilet with the lid down.

***WIPE UP ANY DRIPS OR SPILLS.***

Wipe up any drips of cleanser or water that may have occurred.

Put away tools and trash. Replace the items removed at the beginning of the cleaning process.

## ***TIPS FOR CLEANING TOILETS***

1. Wear eye protection when cleaning a toilet. It prevents splatters of toilet water and cleaner. You may also want to use gloves to prevent contact with your hands.
2. Flush the toilet with the seat lid down to prevent splattering and splashing.
3. Do not use sponges when you scrub a toilet. Sponges are a great way to breed bacteria, and there are already enough in bathroom. Paper towels are great options because they are thrown away. If you use reusable cloths or microfiber cloths, wash them immediately in their own load on hot water with bleach.

In summary, to properly clean a toilet you should use the appropriate germicide to clean the seat cover top and bottom. Then lift seat cover and clean underside and top of toilet seat, under side and bowl rim, and finally clean the handle and exposed plumbing. Flush toilet with seat down and leave the seat up to indicate you have cleaned commode.

## **Cleaning Urinals**

Some cleaning tools and materials for cleaning urinals are listed below.

1. Bowl swab
2. Trigger sprayer
3. Clean cloths
4. Gloves and goggles
5. Toilet bowl cleaner
6. Cleaner disinfectant, liquid or foam aerosol

In addition to toilets, urinals need to be cleaned, disinfected and deodorized. Disinfecting the urinal reduces the growth and spread of bacteria.

## ***PROCEDURES FOR CLEANING A URINAL***

Remember to put on gloves and goggles, and then clean the inside of the urinal.



First, apply 1 to 2 ounces of bowl cleaner evenly onto the bowl swab. Then swab the entire inside surface, under the rim, and where the water outlets are located.

Next, flush urinal and rinse bowl swab thoroughly. Set bowl swab aside, placing it into a carrying container.



Figure 46 A Urinal

Clean and disinfect the flush handle and all the chrome around the urinal. Wipe it dry.

Next, clean the outside of the urinal by spraying with a cleaner disinfectant. Pay special attention to the underside of the outside of the urinal. Wipe with a clean cloth.

Use a new cloth to start the next urinal. Toss used cloth to be laundered.

### **Mopping Restroom Floors**

Cleaning Tools and Materials needed for mopping restroom floors.

1. Pump up sprayer and one bucket with wringer or Two buckets with wringers
2. Wet mop
3. Broom and dust pan
4. "Wet floor" signs

5. Gloves and goggles

6. Cleaner/Disinfectant

7. Cleaning Procedures:

The bathroom floor is mopped to clean and disinfect it and to eliminate odors and bacteria.

### ***PROCEDURE FOR MOPPING A RESTROOM FLOOR***

First, put on gloves and personal protection equipment. Remove all movable obstacles from the floor.

Sweep floor and pick up pile with dust pan.

Position the mop bucket or buckets outside door.

Place “Wet floor” sign at the entrance.



Figure 47 Wet Floor Sign

Use either the spray down, mop up method or the two bucket method to get cleaner disinfectant on the floor.

Apply product on floor, starting in the farthest corner.

Work moving backwards towards the door.

Be sure to get disinfectant around toilets, under urinals and under sinks.

Allow to stand amount of time recommended by manufacturer's directions.

Dip wet mop into clean water rinse. Wring out dry.

Start at the farthest corner and pick up disinfectant solution that is on the floor.

Dip mop in rinse water frequently. Continue until all disinfectant solution has been picked up.

### ***CLEAN UP AFTER MOPPING***

Always clean up after mopping the restroom floor. Most facilities have a janitor's closet with a deep well sink and cabinets for supplies. Use this sink to empty the bucket or buckets and sprayer should. And then, you should rinse the mop. All of the tools and materials should be stored properly.



Figure 48 Another Wet Floor Sign for Bathroom

### ***REMOVE CAUTION SIGN AND INSPECT WORK***

Review all of the jobs that you just completed. Make sure all dispensers are full, mirrors are streak free, and all fixtures are clean.

### ***Cleaning a Laundry***

Cleaning Tools and Materials needed are listed below.

1. Vacuum with hospital grade filter, dusting tool
2. Deck brush
3. Mop bucket with wringer
4. Clean cloths
5. Wet/dry vacuum
6. Pump up sprayer
7. Trigger sprayer
8. Clean bucket for rinse water
9. Gloves and goggles
10. Cleaner disinfectant

Laundry rooms must be cleaned to prevent possibility of cross contamination. The laundry is a central location for linen that gets redistributed throughout the facility.

## **Procedure for Cleaning the Laundry Room**

### ***DAILY PROCEDURES***

Daily procedures for cleaning the laundry room will include

First put on gloves and goggles.

Next, you should the empty waste receptacles. Remember to tie the liner and dispose of the waste properly. And then, spray the waste receptacles with disinfectant from trigger sprayer, inside and out and wipe them dry with a clean cloth.

Damp dust with a cleaner disinfectant sprayed on a cloth. Rinse used cloth in clear water, reapply disinfectant to continue. All sills and ledges, outsides of wash and drying machines and

loading doors should be cleaned. Tables for folding linens should also be cleaned. Vacuum floor surface to remove all lint.

Using a deck brush and water from the mop bucket, remove any accumulations of soap on the floor surface.

The last job is to damp mop floor with a cleaner disinfectant starting at the back of the room and mopping to the door. Remember to place the "Wet Floor" sign at the door. Pick up solution with a wet dry vacuum.

### ***WEEKLY PROCEDURES***

Wash walls completely. To wash the walls fill the pump up sprayer with diluted cleaner disinfectant. And then, spray walls from bottom up. Next, wipe walls dry.

Clean any or all overhead pipes with vacuum dusting tool.

Wash all linen carts. Use trigger sprayer and spray all surfaces with cleaner disinfectant. Let the solution set for a few minutes and then wipe dry.

### ***PERIODIC CLEANING PROCEDURES***

The linen storage cupboards should be emptied and cleaned with a cleaner disinfectant.

### **Washing Walls**

Cleaning Tools and Materials needed for washing walls and wall partitions are listed below.

1. Trigger sprayer
2. Clean bucket
3. Clean cloths
4. Gloves and goggles
5. Cleaner disinfectant

## 6. Cleaning Procedures:

Walls and Wall Partitions are washed because dirty walls are unsanitary. Dirt acts as a breeding ground for bacteria. In addition, dirty walls make the room appear dull.

### ***PROCEDURE FOR WASHING WALLS AND PARTITIONS***

Put on gloves and personal protection equipment.

Using a trigger sprayer filled with diluted cleaner disinfectant, spray solution on walls, starting from the bottom and working your way up.

Wipe walls clean from the top down using a clean cloth.

Rinse cloth frequently in clear water rinse.

Thoroughly clean the underside of the partitions. This area becomes dirty from urine splash and needs daily attention.

### **Window Washing**

Cleaning Tools and Materials needed for washing windows.

1. Window squeegee
2. Clean cloths
3. Window tool and bucket or Trigger sprayer
4. Window cleaner
5. Gloves and goggles
6. Cleaning Procedures:

You should pay particular attention to cleaning windows. Clean windows add to the overall impression of cleanliness. More light comes in clean windows, improving the outlook of those inside the building. Windows need to be cleaned more often in colder weather.

Remember, condensation and temperature fluctuations encourage streaking and dust accumulation on windows. In addition, oils in exhaust and cooking deposit on the glass surfaces in colder weather.

### ***PROCEDURE FOR WASHING A WINDOW***

Put on gloves and goggles. Open drapes and raise venetian blinds or shades.

Next you should clear window sill of obstructions. Clean window sills inside and out using glass cleaner and a clean cloth.

Cover window with window cleaner solution using a trigger sprayer or window tool.

### ***USING A SQUEEGEE***

Remove solution and dirt from window using a squeegee. Move the squeegee from side to side or in a figure eight motion, or move it from top to bottom of the glass. Wipe off squeegee with clean cloth after each stroke.



Figure 49 A Squeegee

After using the squeegee, wipe the glass dry with a clean cloth. When finished, wipe off window sills with a clean cloth. Clean window frames with window cleaner and a clean cloth.

When complete, close drapes and put blinds or shades in place.

Clean and return tools and materials to storage area.

## **Dusting**

Prevent dust by using two entrance mats at each entrance. One just outside the door and one just inside the door will reduce the amount of dust, dirt, and debris that enters your facility.

Check and maintain your air filters to make sure they are functioning properly. Air filters will last between 1-3 months, but should be changed as they become clogged with dirt and debris.

By keeping windows closed, you'll prevent dust and debris from blowing into your home. Double check your window and door weather-stripping to make sure it is still functioning properly.

There are many dusting products on the market, but each one has its own set of pros and cons. Use the right dusting tool for your jobs. Microfiber cloth dusting supplies is a favorite.

If you use a furniture oil or polish, be sure to follow the directions and don't overuse the product. Overuse or improper use can lead to a buildup on your furniture or clouding of the wood surfaces.

Dust from top to bottom to prevent going over surfaces more than once. Sometimes you may need to wet dust after you dry dust. Always dry dust first. Be careful about allowing even a small amount of water on wood surfaces.

## **CARE FOR FLOORS**

### ***CARE FOR WOOD FLOORS***

*Regular cleaning keeps wood floors and furniture looking their best. All you need is a good vacuum or microfiber dust mop, a soft cloth, and Murphy Oil Soap. It's easy!*



Vacuum your floors and dust furniture daily. Gritty dust can scratch wood surfaces. For effective vacuuming, use a Windsor with Sensor technology. It will automatically adjust to your floor type



Figure 50 Windsor® Sensor Technology Vacuum Cleaner

And for effective floor cleaning, use the microfiber mop system for both dry dusting and wet mopping. Mop up spills right away to avoid stains.

Cleaning wood floors regularly with Murphy Oil Soap Original Formula is easy. Dilute Murphy's in a bucket according to directions. Use a microfiber wet mop.



Figure 51 Murphy® Oil Soap

Wipe up any excess water with a soft, dry cloth or dry dust mop.

Murphy's isn't just for wood flooring and furniture. It also safely cleans laminate flooring and many other surfaces.

### ***CLEANING MARBLE FLOORS***

Marble is often used for floors in commercial office buildings and hotels in lobbies in entry ways, halls, and lobbies. Janitors are required to maintain these floor materials.

Marble is generally polished, and unless sealed it is porous and easily stained. Marble is also able to be etched by acids. Marble may be stone, but it stains easily, so you need to wipe anything off that is spilled on it immediately, as you would on a wood surface.

Regular cleaning includes washing marble surface with lukewarm water and wipe dry with a clean cloth. Wiping marble surface with a damp chamois is suggested as it will not leave streaks.

Unsealed Marble that has become dull can have a shine brought back to it using a commercial marble cleaner and polish. For badly damaged marble surfaces, if it's scratched or etched by excessive wear, you will most likely need to have it professionally polished. Marble professionals have the right equipment for the job and know how to use their tools properly.

There are different types of stains that can affect marble. Organic stains, such as tea or coffee. These stains will need a poultice soaked with 20% peroxide and a few drops of ammonia.

Stains that are oil based, such as the oils from butter, lotions need attention right when the spill occurs. You can do this by spreading the surface with ordinary household corn starch. Let it stand for a few hours, Scrub with a stiff brush and hot sudsy water. Or wipe with a dampened cloth of ammonia.

A commercial rust remover can be used to remove rust stains from an item such as a metal lamp on the surface or metal container. Acid stains, from citrus fruits juices and carbonated beverages should be wiped up immediately; they can etch and dull the surface. If stains seem to be impossible to remove, your Marble professional will be able to help remove them and bring the beauty back to your surface.

### ***CLEANING LINOLEUM AND VINYL FLOORS***

Proper care of your linoleum or vinyl floor prevents damage, extends its life and keeps it looking like new for years. You should always vacuum or dust hard floor surfaces before mopping.

Linoleum floors generally require only warm water for cleaning. Most detergents won't rinse clean leaving behind a sticky residue. That residue becomes a magnet, attracting dirt off the bottom of shoes. It builds up, deteriorating the sealant and leaving you with the hard job of stripping and waxing.



Figure 52 Linoleum Flooring

If you find your floor requires a cleanser, use Ivory® Liquid dish soap or equivalent. Fill your bucket with suds, mop away then rinse. Ivory rinses clean so the sticky buildup never causes problems. Other detergents can be too harsh for the floor so stick to Ivory or an equivalent. Mix dish soap in a spray bottle of water as an all-purpose cleaner. It's inexpensive and quite a good cleaner.

Some linoleum floors have grooves so deep you can sink a submarine. Grab a nylon bristle brush other brushes might scratch the floor. Then, fill your bucket or sink with warm water add a good squirt or two of the dish soap and scrub the floor; and then rinse. Your floor needs this deep cleaning only twice a year.

What to do about black heel marks. Not a pretty sight. Spray a little WD-40® on a towel; lightly rub and they disappear without scrubbing. Rinse thoroughly with sudsy water or the floor might be slick.

## **Carpet Care**

Maintaining carpet through regular vacuuming, deep cleaning, and stain removal\_has many benefits:

- Extend the life of the carpet as ground in soil particles weaken carpet fibers
- Provide a fresh clean look to a room.
- Making a room smell better.
- Helping allergy and asthma sufferers by removing germs and dust, thus better
- Indoor Air Quality.

### ***VACUUMING***

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

### ***DEEP CLEANING***

Carpet should be deep cleaned with hot water extraction or steam cleaning every 12 to 24 months. Steam cleaning involves spraying a high pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

### ***SPOT REMOVAL***

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.

Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.

Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain to prevent spreading, blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain.

Wait 3 minutes for the solution to work

Apply clean water to another cloth or paper towel. Blot to remove any residue.

Carpet fibers may later absorb deep stains. More cleaning may be necessary.

Allow carpet to dry, vacuum or brush carpet to restore its texture.

## **Blind Cleaning**

When it's time to clean your blinds and shades, even your best friend is hard to find. But there are some simple and effective ways to clean blinds and shades with minimal effort.

### ***ALUMINUM MINI-BLINDS***

Use ordinary soft, clean dust cloths, chemically treated dust cloths, vacuum cleaner brush attachments, or other available ordinary household aids. The paint surface of the slats is quite smooth and dust is easily brushed off if done at regular intervals.



Figure 53 Vacuum Cleaner Brushes

To vacuum, use the brush dust head attachment and tilt the slats first up, then down but not entirely exposed to reach the entire top and bottom surfaces.

To dust, use a soft clean cloth or chemically treated dust cloth and tilt the slats as above.

To wash, use a damp cloth or sponge and mild detergent. Use warm or cold water - NOT hot water. Tilt the slats as above. Protect the floor or sill from excess water. The blind can also be taken down, placed in a bath tub of mild soapy water, then rinsed clean, wiped dry, or allowed to dry completely in the open air.

### ***WOOD BLINDS***

Care must be taken when cleaning real wood blinds. Washing the blind is NOT recommended. Although the wood is sealed, water or even excessive dampness may cause warping or discoloration of the slats.



Figure 54 Wood Blinds

Since the surface of the slats is smooth, dust may be easily brushed off at regular intervals using a clean soft dust cloth or a vacuum cleaner brush attachment. Clean them as described above.

### ***FABRIC PLEATED SHADES***

Most of the cellular shades, like the Hunter Douglas Duette shade, are anti-static, and they require very little cleaning. A light sweep with your vacuum cleaner brush attachment is all that is needed to keep them dust free. For a more thorough cleaning, the entire shade assembly may be gently wiped with a soft damp cloth using lukewarm (not hot) water.

Take special care when handling opaque blackout shades to avoid creasing, and do not immerse them in water. For tough stains, spot clean with a mild detergent. Some shades, like the Graber CrystalPleat® have a "soft hand" fabric.



Figure 55 Graber Crystal Pleat Shades

Be very careful when trying to clean these types of shades as they tend to "pill". When a fabric pills it becomes covered in small balls of matted fiber because of rubbing.



## Computer Rooms

How to clean computer rooms

Things you will need:

1. Air duster

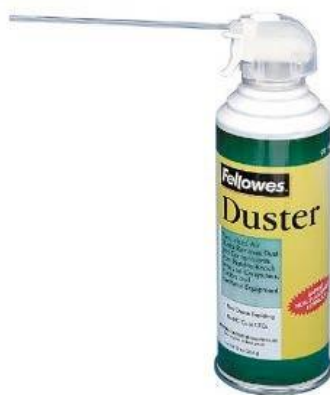


Figure 56 An example of a commercially available air duster

2. Microfiber duster
3. Vacuum cleaner
4. Cotton towel

The flooring beneath our computer desks needs to be cleaned to ensure our computers stay in top working order. Dirt and dust particles building up on the floor below your computer can affect the health of your computer. Clean floors will diminish the risks of fouled circuitry. Regular cleaning of your computer room floors will ensure that your equipment will operate efficiently.

Make sure your computer is turned off before you start. Be careful not to unplug or loosen any plugs.

Spray the cords underneath your desk with an air duster. Get off as much loose dirt and dust particles from the computer cords as possible.

And then, run a microfiber dry duster over any loose cords on the computer room floor. Remove dust from any outlets and the underside of cords.

Use a hose attachment with an angled edge on your vacuum to remove the dirt from your computer floor. Lift up the cords to get underneath. Do not use the vacuum's sweeper brush on the cords.

Immerse your cotton towel in warm water and wring it out. With the barely wet towel, work under your computer desk to remove any last speck of dust particles from beneath your desk. Do not put the wet rag on the computer's cord.

Dust under computer desks every week. On a monthly basis, follow the entire computer floor cleaning routine.

## **UPHOLSTERY CLEANING**

Upholstered furniture can be very expensive. If you have a sofa, chair, loveseat, or some other type of upholstered furniture that is in good condition but just dirty, these upholstery cleaning tips will save money and time.

The key with upholstered furniture is choosing the appropriate type of cleaning method. For example, an antique chair that is hand embroidered would require a different cleaning technique than a sofa that was store bought.

## ***GETTING THE UPHOLSTERY STAINS OUT***

Maintaining clean furniture is part of having a facility where people enjoy working or visiting. With furniture, upholstery is just one aspect but an important one. Think about all the times people have eaten on the sofa, dropping bits of food or drink that leave stains. Then you have the dirty feet, dirty clothing, and just everyday wear and tear that can leave upholstery looking dirty and drab. Getting those stains out does not have to be painful.

The most important thing to remember when cleaning upholstery is to consider the fabric. If you are unsure, you can check with the manufacturer's information. Then, before you start in cleaning a large stain, we recommend you work first on an inconspicuous area to ensure no discoloration

or damage is done. With that done, the following are a few of the more common stains found on upholstery and methods for removing them.

### ***OILY CHEESE STAINS***

Cheese is another food product that is seen spilled on upholstery. Again, things like nachos are a favorite snack food but they leave stains. For cheese, mix one teaspoon of mild, ph-balanced detergent with one cup of warm water. With a clean, white towel, blot at the cheese stain. Then mix one tablespoon of regular ammonia with one-half cup of water, again blotting the stain. Finally, blot the stain with clean water to remove any detergent or ammonia and let the area dry.

### ***INK STAINS***

Clients or employees may sit down with a pen in their pocket and before you know it, a stain is left. Ballpoint pens, especially blue, are common stain makers. Ink stains can be removed. The key is to be patient and persistent, as ink stains can be stubborn. Just make sure you only blot. Rubbing could cause the ink stain worsen. You have a number of options when removing ink stains.

Spray hairspray onto a clean, white towel and then dab at the stain, followed by blotting with a clean, dry towel

Treat a clean, white towel with isopropyl rubbing alcohol. Again, blot the ink stain, followed by a dry towel

Again, with a clean, white towel, apply nail polish remover or acetone. Blot the ink stain from the outside edges toward the center

Using a clean, white towel, use spirits of turpentine, blotting as with the other treatment options

Commercial products that work well on ink stains include Carbona or Afta; these are extra strength bio-enzyme cleaners that are formulated to get out tough stains. They come with a built-in applicator brush. With both, you would use a clean, white towel, dabbing the affected area.

## **COFFEE STAINS**

Sipping coffee on an upholstered chair or sofa is everyday occurrence. To get rid of a coffee stain, mix one teaspoon of a mild, ph-balanced detergent with one cup of warm water, then blot from the outside in. Follow this with blotting the stain with a mixture of one-third cup white vinegar with two-thirds cup water. When finished, use a clean, white towel to absorb any excess, allow the area to dry.

## **VACUUM UPHOLSTERY**

Upholstery cleaning tips are important since dust settles onto fabric more than hard surfaces. Therefore, regular cleaning to keep your upholstery looking and smelling clean is essential. In fact, we recommend you clean your upholstery furniture once every two months. Typically, you can use your regular vacuum cleaner with the appropriate attachment to keep it clean. Just keeping the dust off will help furniture last much longer.

## **Carpet Cleaning**

Strive to clean your carpet as soon as you notice any spills or spots on you carpet's surface. This action alone can save lots of time and damage, as well.

Before cleaning any surface areas, use a small portion of your cleaning products over a small and hidden area to avoid damage or discoloring of the carpet.

Proper care of your floor prevents damage, extends its life and keeps it looking new for years. How do you properly care for your flooring?

Vacuum carpet regularly, and do not use liquid carpet shampoos to clean them. The shampoo can't be completely rinsed out leaving a sticky residue. That residue acts like a big magnet pulling the dirt from the bottom of your shoes. Use dry carpet cleaners instead. Stores selling vacuum cleaners carry them.

Getting out old shampoo becomes the trick. Rent a shampoo machine that cleans with water. You should mix 1 cup vinegar per 2 ½ gallons of water and clean according to directions on the vacuum cleaner. Go back over the carpet with warm water only. The vinegar pulls out the old

shampoo cleaning the carpet as well. It may take a time or two, but your carpets will be soft and free from grime. The hot water reactivates the shampoo already in the carpet providing the needed cleansing action.

Stains in carpet can be the difficult to remove. Never rub a stain, just blot. Rubbing breaks down the fibers and spreads the stain. Remove most food stains with shaving cream. Spray on and resist the temptation to rub it in then let it set 15 minutes. Rinse with a vinegar and water solution.

Club soda generally removes red wine stains. Remove red dye stains found in drink mixes, Popsicles, dog and cat food with a 30/70 solution of peroxide to water. Remember peroxide is bleach so test an inconspicuous spot first for color fastness. Apply the mixture, wait 30 minutes then remove as much moisture as possible and rinse with a vinegar/ water solution. If the stain remains add a bit more peroxide to the mixture and retreat

Brake cleaner also does a good quick job of removing most food stains. Dab a little on a clean cloth and gently blot the stain. Rinse with soap and water. Brake cleaner contains the same chemical professional dry cleaners use to clean stains in clothing. Do not pour brake cleaner directly into the carpet. It could dissolve the adhesive holding the fibers in the carpet.

Oops, someone's dog had an accident on the carpet and the stain and smell refuse all attempts at removal. First try an enzyme product. Pour on enough to saturate to the pad and treat an area twice as large as the stain. Urine hits the pad and spreads. Let it set a couple of hours. Enzyme products are available at commercial janitor supply stores, Pet stores, RV or marine stores. They are used in the holding tanks to dissolve solid material.

If the enzyme product does not remove all the stain or odor, baking soda and peroxide remain your best chance for success. Mix a 30/70 solution of peroxide to water adding 1/2 teaspoon of baking soda per cup of mixture. It bubbles and fizzes, but not before removing the stain and smell. Always test a spot first for colorfastness. Peroxide is bleach and may discolor the carpet. Blot up what you can with an old towel and rinse well with 1/3-cup vinegar per quart of water.

Oil, grease, magic marker and ink can also be the difficult to remove. Most janitorial companies or WalMart carry a product called De-Solv-it® Cleaner. WD-40® or Orange Clean Degreaser® all work wonders removing these stubborn stains.



Figure 57 Can of WD-40

Rubbing alcohol removes ink. Blot on allow to set 30 minutes and blot to remove. Rinse with sudsy water. Magic marker is generally permanent and you may not be able to remove it.

If you find bubble gum stuck to carpet, freeze it with ice cubes and chip off what you can with the blunt side of a kitchen knife. De-Solv-it® Cleaner removes the rest.

Wax on carpet can also be frozen with ice and chipped off. Wax needs heat for removal. Some newer carpets are quite sensitive to heat and scorch easily. So test an out of the way spot first. You can also use a hair dryer set to the hottest setting. Set your iron to a low to medium heat. The less heat you use, the less chance of scorching your carpet. Take a white paper towel or paper bag with no writing on it as the dye may transfer to the carpet, and then put the towel down on top of the wax. Then iron the towel for no longer than 2 seconds. Move the towel and redo if necessary. Generally once is enough.

## **Drapery Cleaning**

Drapes are notorious for quietly accumulating dirt and absorbing odors, contributing to a room full of grime. In some cases it can aggravate asthma and breathing conditions.

Cleaning the curtains can be a tedious, time-consuming task. To clean drapes, you must haul down the drapes, wash, and re-hang them. Before you start there are some factors you should consider.

- Curtain fabric is rarely pre-shrunk like clothing. There's a risk that the fabric will shrink as it is washed and dried, which results in gaps and shortages when the drapes are re-hung.
- Heavy fabrics can lose shape when washed, turning all those carefully placed creases and pleats into just a memory.
- Rarely color-safe, drapery fabric can fade and lose color after a cycle through the washing machine and dryer.

Your company might consider having the drapery cleaning job done professionally; if one is available in your area.

Water can stain certain fabrics such as silk and alter the texture of others, changing the way the curtains hang and fall at the window

If you choose to rely on professional curtain cleaners, you may hire two types of cleaning companies. The first will remove the drapes to clean them; expect them be returned within three to five days. The second will use a method to clean the drapes while they remain hanging at the windows.

Companies that promise quick, easy service use one of two processes to do so:

1. The dry cleaning method is accomplished by spraying dry cleaning chemicals onto the drapes and vacuuming off the residue and dirt. Though convenient, keep in mind that the cleaning solvents can be extremely flammable, may linger in your facility and should not be inhaled.

2. The steam-cleaning method is when the cleaners use a controlled attachment to run a steam machine over the drapes, steaming away dirt and odors. This process does not work on water-sensitive fabrics such as silk where there is a risk of water damage.

It can be tempting to bring your drapes into local dry cleaners, but keep in mind that dry cleaning yards and yards of fabric can be costly. And since the chemicals used by commercial dry cleaners are designed to clean clothing, the results are never guaranteed when used to clean curtains.

## **Television Cleaning**

### ***TOOLS AND MATERIALS NEEDED***

1. Trigger sprayer
2. Clean cloth
3. Gloves and goggles
4. Cleaner disinfectant

In a hospital setting, a television is cleaned and disinfected to reduce the spread of infections that originate in patient contact equipment.

For general public use, televisions are cleaned and kept dust free to increase its life.

### ***PROCEDURE FOR CLEANING A TELEVISION***

Put on your gloves and goggles.

Fill trigger sprayer with diluted cleaner disinfectant solution following manufacturer's directions.

Turn off the television. Never clean the television while it is turned on. If the patient/resident is watching it at the time, ask if you may turn it off for cleaning.

Spray disinfectant solution onto clean cloth. Never spray the disinfectant solution directly on the television!



Wipe the front and side vertical surfaces and the top and bottom of the television. Never wipe the back of the unit with a wet cloth!

## **Chapter 8: Food Service**

### **CLEANING THE KITCHEN FOR THE JANITOR**

Kitchen and food service safety is an important topic. Kitchens and food service areas are cleaned by janitors. They must know how to safely clean these areas. They must understand their responsibilities and how they differ from kitchen staff. This chapter covers such topics as slips and falls, cuts, responsibilities for safety, use of wiping cloths, spills, blocking exits, and storage of cleaners.

#### **Slips and Falls**

Any spill, especially water spills in the kitchen or food service area should be mopped, and then wiped dry with a dry rag or towel.

When grease, mayonnaise, salad dressing or other items containing oil are involved, after you clean the spill, use an abrasive powder such as a powder cleaner. This removes the oil, under the surface of the floor. This is particularly critical on tile and marble floors. If you don't use the abrasive powder, the floor will remain very slippery.

When cleaning up broken glass, never use your fingers to pick up the glass. Use a small broom and dustpan.

You should use caution signs in the area to alert others. If you see something on the floor that doesn't belong there, pick it up. Always wear approved safety resistant safety footwear in the kitchen. When you see water on the floor or some other hazard, clean it up!

#### **About Cuts**

Quite a few injuries occur from people opening boxes with box cutters. Box cutters are often called finger cutters. That's right, finger cutters. Devices such as this are designed to cut. They cut cardboard, skin, fingers, hands, arms, legs...that's their purpose to cut. When using cutters, you must keep your free hand out of the cutting path of the blade.

## **Responsibilities**

Employers have the primary responsibility for protecting the safety and health of their workers by providing them with proper equipment that is working properly, personal protective equipment, and a safe working environment. Employees are responsible for following safe work practices. Basically your safety is your responsibility.

## **Use of Wiping Cloths**

Kitchen staff knows to use separate wiping cloths for cleaning surfaces that come into contact with food from cloths used for equipment, prep tables, or cutting boards.

Janitors and custodians are responsible for general cleaning in kitchens and food service areas. Cloths used for floors, walls, countertops can never be used for items that come in contact with food.

Each type of wiping cloth should be stored in its own separate labeled or color coded container containing sanitizing solution. There are at least two types of sanitizing solutions that may be used. One is a bleach solution with a 50-100 parts per million (ppm) of sodium hypochlorite and the other is a quaternary ammonia solution at 200-300 ppm ammonia. ***Never mix bleach and ammonia!***

## **Spills on the Floor**

Spills on the floor are a workplace hazard that must be cleaned up immediately. Janitors or custodians are usually the first to be called when a spill occurs.

Coworkers should be advised about the spill verbally or with a "Wet Floor" sign to prevent anyone from accidentally walking through the spill.

It is important to identify the nature of the spill. This will aid in determining how to proceed with clean up. A bucket and mop should be used to apply the correct cleaning solution. Directions for proper use on the cleaning solution container should be followed and any remaining moisture should be cleaned up.

Post warning signs or cones should be used to divert floor traffic until the clean-up site is dry.

Cleaning supplies should be put away properly.

### **STORING CLEANERS**

Cleansers and other non-food items are **ALWAYS** stored separately from foods. Separate shelves, separate cupboards, sometimes even separate rooms.



Figure 58 Storage Cabinet for Non-Food Items

Chemicals used by janitors are NEVER stored in food containers, nor are foods to be stored in chemical containers.

Chemicals should be kept in their own original packaging or in other break-resistant, clearly labeled containers.

When using chemicals, follow the handling instructions contained in Material Safety Data Sheets or MSDSs that are available in your workplace.

Chemicals should be kept away from food handling areas. If chemicals come into contact with food, throw the food away.

You should always store chemicals below and away from food and utensils and the farther, the better.

## Chapter 9: Storing and Handling Garbage

This chapter covers storing and handling garbage.

Never store garbage in your facility, move it promptly to a waste container outside. This is especially important if you are collecting garbage in a food handling area. Make sure that doors and external windows keep out pests, such as flies and rats.



Figure 59 The Common House Fly

Careful storage of waste is also important to avoid attracting pests. You should:

- Not allow food or other waste to gather in food areas.
- Keep the storage area clean.
- Arrange for garbage to be removed regularly.

When you move garbage; wash your hands. Don't wait for garbage to pile up, keep it moving and make regular 'garbage runs' out to the refuse container.

- Place garbage in sturdy, leak-proof plastic or metal containers with tight-fitting lids.



Figure 60 Garbage Can with Lid

- The containers should be lined with clear plastic bags, or with wet-strength paper.
- Clean and sanitize garbage containers frequently to prevent odor and keep from attracting insects and other pests.



Figure 61 Assortment of Trash Cans

After any kind of garbage duty you must wash your hands.

## **WASH YOUR HANDS**

Washing your hands is simple, right? But are you sure you are doing it the right way? Here are a few tips for washing your hands.



Figure 62 Washing Your Hands

- Wet hands with warm water.
- Apply a generous amount of soap and lather hands well.
- Rub hands together for 20 seconds or the amount of time it takes to sing Happy Birthday; paying special attention to the areas between fingers and under nails.
- Rinse hands thoroughly with warm water.
- Dry hands with a disposable towel.
- Use the disposable towel to turn off the faucet and open the door, if in a public place.



## **Chapter 10: The End**

We have discussed procedures and safety in the Janitorial and Custodial Industry. No matter what occupation you have, remember that there are responsibilities associated with your job.

We have covered many procedures and safety topics. Ideally safety is freedom from danger. As we stated earlier, every topic for the Janitor and Custodian cannot be covered in this one manual. Some of the topics that are covered include protection from the risk of harm or injury, achieving a clean, sanitary environment, procedures for cleaning, safety devices, and responsibilities.

Technology is moving ahead, changes are being made everywhere you go and everyone is busy. Business today is a fast paced no-nonsense environment where productivity and efficiency mean everything.

Each person has the responsibility for safety, not only for yourself and the safety of your co-workers but also for facility occupants.



## **Accreditation**

Oracle Cleaning Company has adopted this green plan produced by the Center for Disease Control (CDC) and the National Institute of Occupational Safety and Health (NIOSH) for our employee training program.

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# Green Cleaning Training Tips

Here are some general guidelines to help you prepare for and provide the training.

## Before the Training

- Contact the facility to arrange for the training and establish a contact person.
  - ➔ Confirm the time and place of the training
  - ➔ Get directions to the training facility
  - ➔ Get an estimate of how many participants are expected to attend
  - ➔ Ask if an interpreter will be needed
  - ➔ Make sure to bring the contact person's information with you to the training
- Ask the contact person or participants to bring empty cleaning product containers to the training. (You will need the containers for a small group activity about reading product labels.)
- Confirm that there are two trainers available. The Small Group Activities work best with two trainers on site to help facilitate the activities.

- Arrange the room with 3 to 4 tables for 4 to 8 participants at each table.
- Make sure you have enough materials for the training and bring the following items with you:

- ➔ Participant Workbooks

- ➔ Trainer Workbooks

- ➔ Sign in Sheet

- ➔ Training Satisfaction Survey

- ➔ Pens
- ➔ Markers

- ➔ Flip chart

### **As Participants Arrive**

- Ask participants to sign in
- Ask participants for the empty cleaning product containers
- Distribute workbooks



## Beginning of the Training

- Welcome the participants
- Introduce yourself

- Explain Ground Rules

- ➔ You may want to ask the group to set their own ground rules. Some suggestions for ground rules include:
  - !|e Respect the comments of others
  - !|e Participate in the small group activities
  - !|e Limit talking to one person at a time
  - !|e Limit side conversations
  - !|e Turn off cell phones

- Explain the Parking Lot

- ➔ **The Parking Lot** is a way to keep the training on track. The trainer should label a flip chart page “Parking Lot” and post it on the wall. If participants make comments that are not directly related to the topic being discussed, the trainer should write the comment in the Parking Lot. At the end of the training, the items listed in the Parking Lot should be addressed.  
Sometimes the items in the parking lot have already been addressed during the training, or need to be addressed by a supervisor or facilities manager.

## After the Training

- Ask participants to complete the Satisfaction

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Survey The following symbols used in the workbook



mean:

Read the section to the participants.

Use these comments to encourage group discussion.

Use these comments to highlight important points of the training.

Small Group Activity - use the questions to encourage group participation.

**Introductory Exercise:** Use the flip chart and make a table something like the one below. As participants respond, write their comments in the appropriate column on the flip chart. Write any responses that are not related to the topic in the parking lot.

Green Cleaning Products	
What you like	What to change

**Discussion points:**



1. Get workers talking about green cleaning products
  - » Point out that there are many things workers like
  - » And some things that workers don't like
2. Highlight positive aspects of green cleaning products
  - » Safer for worker health and environment
  - » Third party certified
  - » Simplified preparation: Dilution stations
3. Acknowledge barriers to using green cleaning products
  - » lack of training
  - » may seem to be less effective than what they are used to with conventional cleaners.
  - » ergonomic issues – scrub harder
  - » shine and smell
4. Let workers know that the topics will be covered in more detail during training

# Introduction

## Go Green Cleaning Training



Let's begin

Tell everyone

**Purpose:** To share recent experiences with green cleaning products and procedures.

Your first name

**Trainer Notes:**

One thing you like about green cleaning products



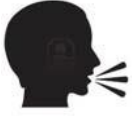
After the introductory exercise, read the following section to the

## What is Green Cleaning?

“Green cleaning is defined as cleaning to protect health without harming the environment ... Current products, processes and procedures aren’t necessarily bad, but newer technologies and processes make it possible to clean effectively, efficiently, and with less impact on health and the environment. And to be clear, green cleaning is more than switching a few products; it’s about *effective* cleaning to create healthier buildings and at the same time reduce environmental impacts.”

Green Cleaning Network—<http://www.greencleaningnetwork.org/gc-home.html>

Connecticut law requires state agencies to use green cleaners in state owned buildings (Public Act No. 07-100). Non-profit organizations, Green Seal or EcoLogo, certify green cleaning products.

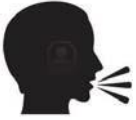


Summarize the items on the “A Green Cleaning Program” list.



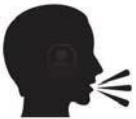
## **A Green Cleaning Program in Connecticut includes:**

- GreenSeal or EcoLogo certified cleaning products
  - ! |e Green cleaning products are tested to make sure they work well when directions are carefully followed.
  - ! |e Green cleaning products use less harmful chemicals than conventional cleaners so they are less likely to cause illness or harm the environment.
- Procedures — Green cleaning products work well when you follow the instructions on the label. For example, workers should add the right amount of water to cleaning concentrate and some products need to sit on the surface for a while to work the best way.
- Specialized equipment — The cleaning equipment you use is important and may include dilution stations, microfiber cloths and mops, steam units, spray and vacuum machines, floor care equipment, and walk-off mats. Many of the new tools help you to work with less stress on your muscles, joints and bones. Using green cleaners does not mean you have to scrub harder to get the job done.
- Training — Workers need to be trained on how to use green cleaning products, and what they need to know to work safely.



**Explain the established Green Cleaning Law:**

- ➔ The law requires all state agencies to use green



***Talking Points*** (to summarize section):

- ➔ A green cleaning program uses products that are safer for the health of

## Green Cleaning - It's the Law

The EPA/US Environmental Protection Agency regulates sanitizers and disinfectants (called antimicrobial pesticides). Green cleaning products are thought to be safer for humans and the environment. They are certified by non-profit organizations that use science to evaluate chemicals and determine how they may affect health and the environment. They

help us identify safer cleaning products and publish lists of certified green cleaning products. Connecticut uses these organizations to identify safer cleaning products:

**EcoLogo** – a program of Underwriters Laboratory, based in Canada

**Green Seal** – a program based in the United States and used by many institutional purchasers

Look for the logos:	
	
<b>EcoLogo</b>	<b>Green Seal</b>

## At the end of the training you will know...

- What a green cleaning program is
- Read the following training objectives to the
- How cleaning with green cleaning products is different from cleaning with conventional products

- How to effectively use green cleaners and disinfectants



□ What the information on the cleaning product label tells you

□ More about health and safety in your workplace



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# SMALL GROUP ACTIVITIES

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**Purpose:** To discuss how green cleaning products and methods may be different than traditional cleaners.

***Trainer Notes:***

Read the following sections to the group:

- “A Green Cleaning Program”
- “Special Equipment”
- “Shine and Smell”



# Small Group Activity 1

## A Green Cleaning Program

A green cleaning program works best when everyone on the cleaning team knows how to use the cleaning products and the equipment. Training on how to use cleaning products correctly is important to protect the health and safety of workers.

A Green Cleaning Program starts with smart cleaning methods:

- Having written procedures for cleaning, sanitizing and disinfecting
  
- Following label directions
- Adding the amount of water listed on the product label to the concentrate
  
- Leaving the disinfectant solution glistening wet on the surface for the amount of time listed on the product label (dwell time)
  
- Cleaning from the top down

- Spraying into a cloth instead of on the surface
- Using a stream rather than a mist when you are spraying a product
- Training on using personal protective equipment (PPE) like gloves and goggles
- Wearing gloves, goggles, aprons, respirators and other personal protective equipment when it is listed on the product label or MSDS/ Material Safety Data Sheet



## **Special equipment can help green cleaners work even better.**

**Microfiber** - Microfiber cloths and mops are made up of fibers that are smaller than a human hair so they can get into small cracks that cotton or paper towels can't reach. They have an electrical charge that holds dirt, dust and germs in the cloth until they are washed. Microfiber mops are designed to reduce muscle and joint pain and injuries.

Microfiber cloths and mops can be used for the following cleaning tasks:

- !|e Dusting
- !|e Floor finishing
- !|e Glass and stainless steel cleaning
- !|e Removing germs
- !|e Wet cleaning
- !|e Wet mopping

## **Shine and Smell with Green Cleaning Products**

Green cleaners are different from conventional cleaners. You may have noticed a difference in shine and smell when using green cleaning products.

**Shine** - Shiny floors seem to tell us that they have been cleaned and cared for. Floors cleaned with green products may not have a high shine but the surface is clean. After switching to a green cleaning program, clean floors may not be shiny. The ingredients in conventional cleaners that made the floors shine are not used in green cleaners. The ingredients don't help the product clean and they can be bad for the environment.

## Smell -

We are used to smells like bleach, pine, and lemon in cleaning products to tell us that an area has been cleaned. These smells come from chemicals that do not help cleaning. Here are some tips about smells.

- » The best way to clean is to get rid of bad smells (urine, germs) without adding new chemical smells. Fragrance added to cleaners and deodorizers that plug-in to walls can contain chemicals that may irritate our breathing and may be harmful to our health. These chemicals often do nothing to clean.
- » Many people link the smell of bleach with clean because bleach kills germs. But bleach can irritate breathing.  
There are other ways to get rid of germs without using a chemical that can hurt your breathing.



As a group, circle all items that are part of a green cleaning program. Pick one person to record and report the group's

Fragrance free

Lemon scent

Spray and

wipe

Pine scent

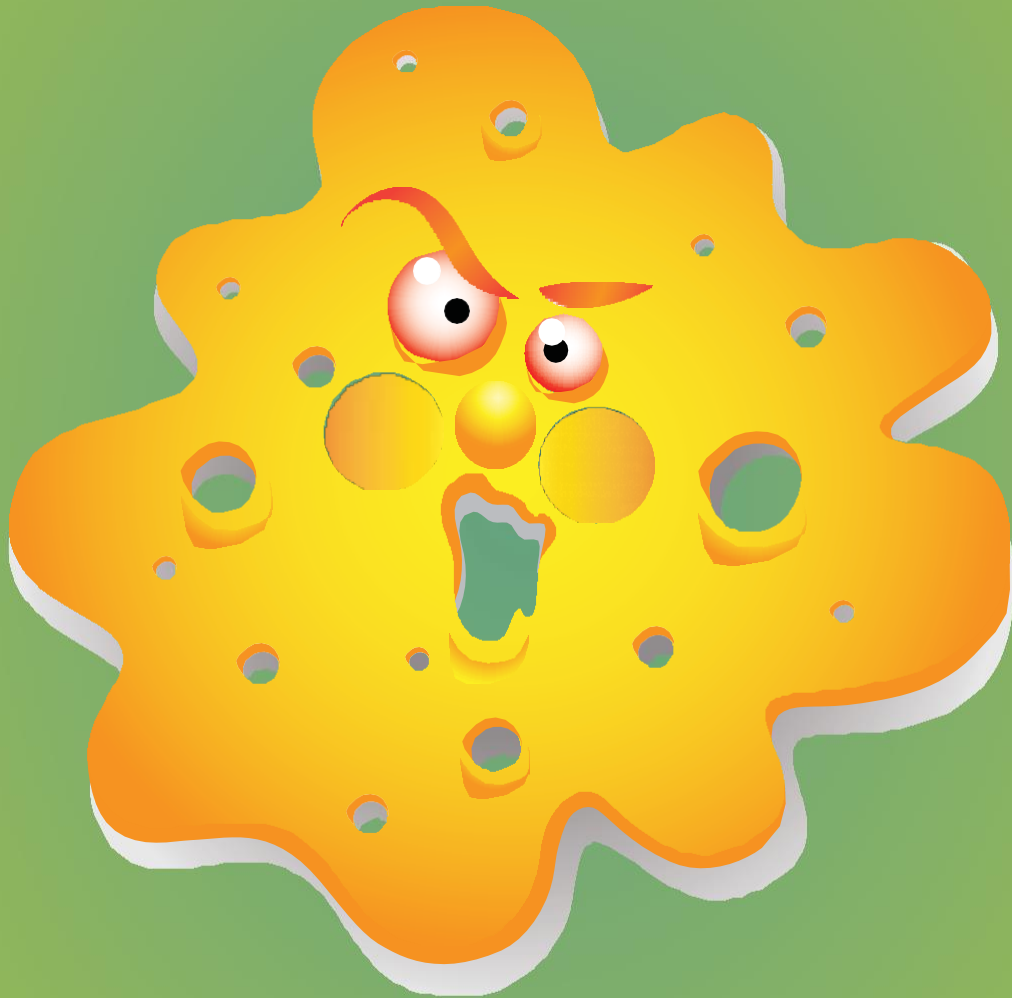
High shine

Let sit the recommended

time Cotton dust cloth







**Purpose:** To better understand the difference between cleaning, sanitizing and disinfecting.

***Trainer Notes:***

Read the following section to the group:

- “When do you clean? When do you sanitize? When do you disinfect?”



***Talking Point:***

Knowing when and how to use disinfectants and sanitizers can reduce exposure to hazardous chemicals.



## Small Group Activity 2

# Germinator: Part 1



### **When do you clean? · When do you sanitize? · When do you disinfect?**

We use cleaners, sanitizers and disinfectants for different tasks. Green cleaning programs choose the least hazardous chemical that will get the job done.

This is how the U S Centers for Disease Control and Prevention explains the difference among cleaners, sanitizers, and disinfectants:

<http://www.cdc.gov/mrsa/environment/index.html>.

- “Cleaners or detergents are products that are used to remove soil, dirt, dust, organic matter, and germs (like bacteria, viruses, and fungi). Cleaners or detergents work by washing the surface to lift dirt and germs off surfaces so they can be rinsed away with water. The same thing happens when you wash your hands with soap and water or when you wash dishes.”
  
- “Sanitizers are used to reduce germs from surfaces but (do) not totally get rid of them. Sanitizers reduce the germs from surfaces to

levels that (are) considered safe.”

- “Disinfectants are chemical products that destroy or inactivate germs and prevent them from growing. Disinfectants have no effect on dirt, soil, or dust.”

A green cleaner works well for most general cleaning jobs and is less hazardous than sanitizers and disinfectants. Public health laws tell us where to use sanitizers and disinfectants, so you need to use sanitizers

and disinfectants for some tasks. For example, sanitizers are often used in food preparation areas in kitchens. Disinfectants are important to use in hospitals to reduce the spread of infection. The facilities department at your work will have a cleaning plan to tell you where you need to use sanitizers and disinfectants.



As a group read the definitions below. Pick one person to write down your group's answers and share the answers with the larger group.

Circle the correct word for each definition:

1. Reduces, but does not eliminate, surface germs to levels that are considered safe for public health. Required in some areas covered by law or regulation including child care areas, food service areas/ kitchens.

Cleaning

Sanitizing

Disinfecting

2. Destroys almost all germs on a surface that cause infections when used as the label directs. Are not a green cleaning product. Used to protect from infectious disease. Should be used where required by law, high-risk areas, or in case of infectious disease.

Cleaning

Sanitizing

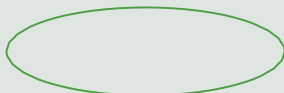
Disinfecting

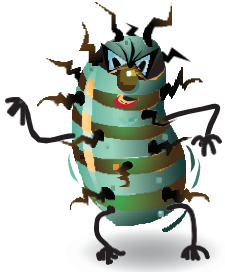
3. Physically removes dirt and germs using water, detergent and rubbing of the surface.

Cleaning

Sanitizing

Disinfecting





## Small Group Activity 2

# Germinator: Part 2



**Trainer Notes:** Read the following sections to the group:  
“When should you use disinfectants?” “High Risk or High Touch”

### When should you use disinfectants?

Disinfectants and sanitizers are used in many cleaning programs. Disinfectants are usually the most hazardous chemicals that custodians use.

Disinfectants do not need to be used everywhere. An all-purpose green cleaner and microfiber cloth (without any disinfectants) can get rid of over 90% of germs. Disinfectants and sanitizers should be used according to your cleaning plan and where required by law.

Read the information on disinfectants and high risk or high touch. As a group, answer the following question. Identify one person to record and report back the results of your discussion.

### High Risk and High Touch

**High Risk:** High risk areas are places where there is a strong possibility of germs that cause infections. **Disinfectants are used to reduce**

**the spread of illness.** These areas include rest rooms, nurses’ offices, some parts of athletic facilities, and hospitals. The product label on the disinfectant will say what germs the disinfectant will destroy (for example H1N1 flu virus or tuberculosis).

**High Touch:** High touch areas are places where many people touch the surface. **Disinfectants are also used on high touch areas.** Your cleaning plan should tell you when and how often to use a disinfectant



***Discussion Points:***

- What types of areas do you clean?
- What high touch areas do you clean on your job?
  - » What cleaning product do you use?
- What high risk areas do you clean on your job?
  - » What cleaning products do you use?
- For high-risk areas, do you clean first, then disinfect?



on a high touch surface. Doorknobs, push bars, and railings are things that people often touch.

Floors and other areas usually need to be cleaned but not disinfected (unless your cleaning plan says to disinfect to control infection).

**Examples of High Risk and High Touch areas:**

<b>High Risk Areas</b>	<b>High Touch Areas</b>
Places where blood or body fluids have spilled	Door knobs
Drinking fountains	Keyboards
Gym mats	Push bars
Hospital patient rooms	Light switches
Diaper changing tables	Railings
Bathroom fixtures	Floors

Here are some tips on reducing the spread of infections and using disinfectants:

- Know your cleaning plan and where disinfecting must be used.
  
- Disinfect spots of blood, body fluids, sewage wastes and other

things that spread disease

- Reduce the use of disinfectants by:
  - » Cleaning with an all-purpose cleaner before you disinfect. Disinfectants work better when you clean the area first to get rid of dirt and other hiding places for germs.
  - » Using microfiber mops and cloths to clean.

***Trainer Notes:***

**For additional resources refer to the fact sheets in the appendix:**

UCHC Fact Sheet: *Disinfectant Use in Green Cleaning Programs*

UCHC Fact Sheet: *A Green Cleaning Program for Connecticut Facilities*

OSHA-NIOSH Infosheet: *Protecting workers who use cleaning chemicals*

- Don't move germs from one area that you have cleaned to the next. For example, if you use a microfiber mop, remove the used mop pad and put it in a bag to launder before moving to the next room or area. Put a clean mop pad on when you get to the next room or area.
  
- Follow the label directions. If using a concentrate, make sure you mix the chemical with the right amount of water. Disinfectants must be left wet on the surface for the right amount of time in order to kill germs. Wipe or rinse the surface if it says so on the label.
  
- Know how to protect yourself. Bleach is good at killing germs but can also hurt your breathing and can combine with other chemicals like ammonia or "quats" to make a dangerous gas. Bleach is not used in most green cleaning programs. Accelerated hydrogen peroxide is a safer disinfectant.
  
- Learn about new technologies. New ways to disinfect may become available that use less hazardous chemicals. New equipment like steam machines and water-based devices can clean, sanitize and disinfect.

Now that you have read the information on disinfectants and high risk or high touch areas, it's time to answer some questions. Pick one person in your group to write down your group's answers and share the answers with the larger group.



## Questions

1. Is a keyboard high risk or high touch?

**Answer 1:** A keyboard is typically considered high touch since many people may use it over the course of a day. Under normal conditions, it should be cleaned with an all-purpose cleaner and microfiber cloth.

2. When would you disinfect a doorknob?

**Answer 2:** A door knob may need to be cleaned with an all-purpose cleaner and then a disinfectant when following your cleaning plan, in high risk areas, or where required by law.







**Purpose:** To better understand how to read and understand labels on cleaning products.

***Trainer Notes:***

Read the following section to the group:

- Introduction to Product Labels

Have the participants work in

groups. Help groups review the

product labels.





## Small Group Activity 3

# 411 on Product Labels: Part 1



Cleaning product labels have information on health hazards, how to use the product safely, and what PPEs to use. It is important to understand this information to protect your health and safety.



Read the labels on the cleaning products you brought to the training (or use a label from the trainer).

As a group, answer the following questions. Pick one person to write down your group's answers and share them with the larger group.

## Discussion Questions:



### 1. Do the labels provide health hazard information?

- ➔ Ask group to identify hazards.

### 2. Do the labels provide instruction on how to use the product safely?

- ➔ Does the label provide information on: directions, precautionary statements,

first aid, contact numbers

- ➔ Discuss ways to use the product safely.
  - May include proper dilution, use of cold water if directed on the label, dwell/sit time, use a stream rather than a mist when spraying product on a surface, etc.

### 3. What information does the label tell you about the personal protective equipment (PPE) to use?

- ➔ Discuss PPEs, types of gloves, masks, etc.

#### 4. Are any of the cleaning products certified by a third party?

- ➔ Look for Ecologo or Green Seal symbols on labels.



***Talking point:***

Trainers may want to acknowledge frustration with the labels not always including the information that is helpful. (Health hazards, Use Directions, or required PPE may be missing)



1. Do the labels give information about health hazards? What hazards?
2. What does the label tell you about how to use the product safely?
3. What information does the label tell you about the personal protective equipment (PPE) to use?
4. Are any of the cleaning products certified by a third party?

Hint: do you see



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## Part 2: 411 on OSHA Labels



### ***Talking points:***

- It is important to read MSDSs in order to use cleaning products safely
- Having MSDSs where you can read them is part of workers' right-to-know.



# Small Group Activity 3

## 411 on Product Labels: Part 2



### Using Material Safety Data Sheets (MSDSs)

1. OSHA requires your employer to have a MSDS for every hazardous chemical that you work with.

2. MSDSs have information on:

☐ Hazardous chemicals in the product and the common

chemical names

☐ Health effects

- Exposure limits
- Whether the chemical is considered to cause cancer
- Precautionary measures
- Emergency and first-aid procedures

□ The organization that prepared the MSDS

3. To use an MSDS effectively, it is important that your employer train you. It is also the law. The employer must train you on all the chemicals you work with. If you have to wear a respirator, or other personal protective equipment (PPE), you have to be trained to use the PPE the correct way.
4. Workers should review the MSDSs before using the product. Ask for help or more information from Environmental Health and Safety.
5. Part of your “right-to-know” is to have MSDS for each product that contains hazardous chemicals on file in your work area where you can get them.



Now that you have read the fact sheet about MSDS...

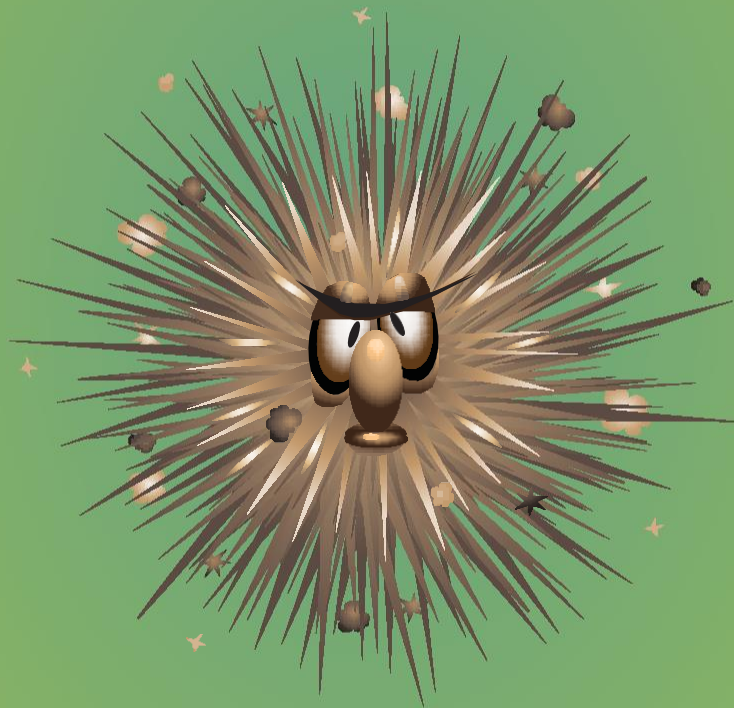
Where are the Material Safety Data Sheets (MSDS) located in your workplace?



## References

- University of Connecticut Health Center, Division of Occupational and Environmental Medicine - Green Cleaning Project  
<http://oehc.uchc.edu/greencleaning.asp>
- Air Quality Sciences, Inc. – *Green Cleaning for Health*  
[http://www.aeris.org/uploads/Green\\_Cleaning\\_for\\_Health.pdf](http://www.aeris.org/uploads/Green_Cleaning_for_Health.pdf)
- CT Department of Administrative Services  
[http://das.ct.gov/images/1090/EPP\\_Cleaning\\_Policy\\_072011.pdf](http://das.ct.gov/images/1090/EPP_Cleaning_Policy_072011.pdf)
- Informed Green Solutions Fact Sheets  
[www.informedgreensolutions.org](http://www.informedgreensolutions.org)
- OSHA/NIOSH Infosheet, Protecting Workers Who Use Cleaning Chemicals  
<http://www.osha.gov/Publications/OSHA3512.pdf>
- The University of Connecticut's Green Cleaning Agenda  
<http://www.ecohusky.uconn.edu/documents/GreenCleaningAgenda.pdf>







# OSHA·NIOSH INFOSHEET

## Protecting Workers Who Use Cleaning Chemicals

Workplaces, such as schools, hospitals, hotels, restaurants and manufacturing plants, use cleaning chemicals to ensure the cleanliness of their buildings. Workers who handle these products include building maintenance workers, janitors and housekeepers. Some cleaning chemicals can be hazardous, causing problems ranging from skin rashes and burns to coughing and asthma. Many employers are switching to green cleaning products because they are thought to be less hazardous to workers and the environment. This INFOSHEET provides information to employers on practices to help keep workers safe when working with cleaning chemicals, including green cleaning products.

### Potential Health Problems Caused by Cleaning Chemicals

Many factors influence whether a cleaning chemical will cause health problems. Some important factors to consider include:

- Chemical ingredients of the cleaning product;
- How the cleaning product is being used or stored;
- Ventilation in the area where the cleaning product is used;
- Whether there are splashes and spills;
- Whether the cleaning product comes in contact with the skin; and
- Whether mists, vapors and/or gases are released.

Chemicals in some cleaning products can be irritating to the skin or can cause rashes. Cleaning products that contain corrosive chemicals can cause severe burns if splashed on the skin or in the eyes.

Mists, vapors and/or gases from cleaning chemicals can irritate the eyes, nose, throat and lungs. Symptoms may include burning eyes, sore throat, coughing, trouble breathing and wheezing. Chemicals in some cleaning products can cause asthma or trigger asthma attacks. Some cleaning products contain hazardous chemicals that can enter the body through skin contact or from breathing gases into the lungs. **Mixing cleaning products that contain bleach and ammonia can cause severe lung damage or death.**

### Choosing Safer Cleaning Chemicals: Cleaners, Sanitizers or Disinfectants

The Environmental Protection Agency (EPA) defines cleaners, sanitizers and disinfectants as follows:

*Cleaners* remove dirt through wiping, scrubbing or mopping.

*Sanitizers* contain chemicals that reduce, but do not necessarily eliminate, microorganisms such as bacteria, viruses and molds from surfaces. Public health codes may require cleaning with the use of sanitizers in certain areas, like toilets and food preparation areas.

*Disinfectants* contain chemicals that destroy or inactivate microorganisms that cause infections. Disinfectants are critical for infection control in hospitals and other healthcare settings.

Cleaners, sanitizers and disinfectants serve different purposes, and it is important to choose the least hazardous cleaning chemical that will accomplish the task at hand. Before purchasing cleaning products, determine whether or not sanitizing or disinfecting is necessary. If sanitizing or disinfecting is not required, then choose a cleaner. In general, disinfectants and sanitizers are more hazardous than cleaners.

If sanitizing or disinfecting is necessary, be sure that the product purchased is effective for the microorganisms being targeted. EPA regulates sanitizers and disinfectants (termed "antimicrobial pesticides") and is a useful resource. For further information, see EPA's webpage "What Are Antimicrobial Pesticides?" ([http://www.epa.gov/oppad001/ad\\_info.htm](http://www.epa.gov/oppad001/ad_info.htm)).

### Choosing Safer Cleaning Chemicals: Green Cleaners

Many employers and building managers are purchasing "green" cleaning chemicals with the expectation that green cleaning products are safer for workers and the environment. However, placing the word "green" in a name or on a bottle does not

ensure that a chemical is safe. Employers should review the cleaning chemicals they purchase, including green cleaning products, to understand their health and safety hazards. Employers should choose the least hazardous cleaners.

Independent organizations are now certifying chemicals, including cleaners, as "green." *Certified green cleaners* must meet specific criteria as defined by the certifying organization. Employers may find information from these certifying organizations helpful when purchasing cleaning chemicals. Some certifying organizations are listed under the Resources section below. The EPA webpages "Cleaning" (<http://www.epa.gov/epp/pubs/products/cleaning.htm>) and "Greening Your Purchase of Cleaning Products: A Guide for Federal Purchasers" (<http://epa.gov/epp/pubs/cleaning.htm>) provide comprehensive guidance for purchasers of cleaning products.

### Choosing Safer Cleaning Chemicals: Material Safety Data Sheets

When choosing safer cleaning chemicals, employers can learn much from **Material Safety Data Sheets** (MSDSs). Employers must obtain and maintain MSDSs for all hazardous cleaning products and chemicals that they use. MSDSs must be readily accessible to workers. Employers can use the information contained in the MSDSs to ensure that workers are properly protected. MSDSs include the following important information:

- Hazardous chemical ingredients;
- Symptoms and health problems that may be caused by the chemical ingredients;
- First-aid measures if workers are exposed;
- Recommended personal protective equipment, such as gloves, safety goggles or respirators; and
- Proper procedures for cleaning up spills.

### Safe Work Practices When Using Cleaning Chemicals

Employers must provide safe working conditions for employees using cleaning chemicals. When cleaning chemicals are hazardous, employers must train workers on safe work practices for using these chemicals. Safe work practices when using cleaning chemicals include the following:

- Warning workers not to mix cleaning products that contain bleach and ammonia;
- Making sure that workers know which cleaning chemicals must be diluted and how to correctly dilute the cleaners they are using;

- Thoroughly reviewing and training workers on the use, storage and emergency spill procedures for cleaning chemicals;
- Reviewing the proper protective equipment needed, such as gloves and goggles, and providing the proper protective equipment to the workers using the cleaning product;
- Ensuring that all containers of cleaning products and chemicals are labeled to identify their contents and hazards;
- Operating ventilation systems as needed during cleaning tasks to allow sufficient air flow and prevent buildup of hazardous vapors; and
- Providing workers with a place to wash up after using cleaning chemicals.

### Worker Training

Chemicals pose a wide range of health and safety hazards. OSHA's Hazard Communication standard (29 CFR 1910.1200) is designed to ensure that information about these hazards and associated protective measures is communicated to workers. Worker training must be provided if the cleaning chemicals are hazardous. This training must be provided BEFORE the worker begins using the cleaner. Required training under the OSHA Hazard Communication standard includes:

- Health and physical hazards of the cleaning chemicals;
- Proper handling, use and storage of all cleaning chemicals being used, including dilution procedures when a cleaning product must be diluted before use;
- Proper procedures to follow when a spill occurs;
- Personal protective equipment required for using the cleaning product, such as gloves, safety goggles and respirators; and
- How to obtain and use hazard information, including an explanation of labels and MSDSs.

The following are important issues to be discussed with workers during training:

- Never mix different cleaning chemicals together. Dangerous gases can be released.
- Cleaning chemicals should not be used to wash hands. Wash hands with water after working with a cleaning chemical, especially before eating, drinking or smoking.

***Employers must provide training to workers at a level and in a language and vocabulary that they can understand.***

## Better Ways to Clean

Employers should note recent advances in safe cleaning practices and the availability of modern cleaning equipment that minimizes the use of chemicals. Practices and equipment to consider include:

- Walk-off mats placed inside and outside of entryways (to prevent dirt from being tracked into the building);
- Microfiber mops, cloths and dusters;
- High-filtration HEPA vacuums;
- Walk-behind hard floor auto-scrubbers;
- Hands-free mops; and
- Chemical-free cleaning systems.

Building owners and planners should take building cleaning into consideration when designing new buildings, remodeling old buildings and choosing materials, such as flooring. See NIOSH's Prevention through Design (PtD) program (<http://www.cdc.gov/niosh/topics/PtD>) and EPA's Design for the Environment (DfE) (<http://www.epa.gov/dfe>) for more information.

## Resources

### The Occupational Safety and Health

**Administration (OSHA)** provides additional information on the webpage "OSHA Assistance for the Cleaning Industry" (<http://www.osha.gov/dcsp/products/topics/cleaningindustry/index.html>). OSHA's Safety and Health Topics webpage "Hazard Communication" (<http://www.osha.gov/dsg/hazcom/index.html>) has information on OSHA's Hazard Communication standard. OSHA's guidance document, Chemical Hazard Communication (<http://www.osha.gov/Publications/osha3084.pdf>), provides information on putting together a comprehensive chemical hazard communication program. OSHA has guidance on personal protective equipment (<http://www.osha.gov/Publications/osha3151.html>), including the types of gloves recommended for exposures to different chemicals.

**The National Institute for Occupational Safety and Health (NIOSH)** leads a national initiative called Prevention through Design (PtD) (<http://www.cdc.gov/niosh/topics/PtD>) that addresses workplace safety and health during the design and planning of workplaces, materials and equipment in order to prevent or minimize hazards and risks.

**The Environmental Protection Agency (EPA)** has standards for safer cleaning products under the EPA's Design for the Environment (DfE) Safer Product Labeling Program (<http://www.epa.gov/dfe>). A DfE label on a cleaner indicates that the cleaner meets the EPA's safety standards.

- The DfE Safer Product Labeling Program's list of certified products (<http://www.epa.gov/dfe/pubs/projects/formulat/formpart.htm>)

Other EPA resources:

- Cleaning (<http://www.epa.gov/epp/pubs/products/cleaning.htm>)
- Greening Your Purchase of Cleaning Products: A Guide for Federal Purchasers (<http://www.epa.gov/epp/pubs/cleaning.htm>)
- What Are Antimicrobial Pesticides? ([http://www.epa.gov/oppad001/ad\\_info.htm](http://www.epa.gov/oppad001/ad_info.htm))

### Independent organizations that certify green cleaners:

- Green Seal ([www.greenseal.org](http://www.greenseal.org))
- Ecologo ([www.ecologo.org](http://www.ecologo.org))

### Other helpful resources:

- See the New Jersey Department of Health and Senior Services' Controlling Chemical Exposure Industrial Hygiene Fact Sheets (<http://www.nj.gov/health/surv/documents/ihsfs.pdf>) for more information on worker safety when working with chemicals.
- The Department of Health and Human Services provides an online Household Products Database (<http://hpd.nlm.nih.gov/index.htm>) containing health and safety information on many household products, including cleaners.
- The Janitorial Products Pollution Prevention Project (<http://wsppn.org/studies/janitorial/fact-sheets>) has fact sheets on specific cleaning tasks, such as carpet cleaning, metal cleaning and toilet cleaning and has a cleaning fact sheet in Spanish.
- Informed Green Solutions (<http://www.informedgreensolutions.org>) has a number of fact sheets and publications on safe cleaning practices.
- A 2002 report entitled "Cleaning for Health: Products and Practices for a Safer Indoor Environment" (<http://www.informinc.org/cleanforhealth.php>) published by INFORM also provides good information.

### OSHA Educational Materials

OSHA has an extensive publications program. For a listing of free items, visit OSHA's web site at [www.osha.gov/publications](http://www.osha.gov/publications) or contact the OSHA Publications Office, U.S. Department of Labor, 200 Constitution Avenue, N.W., N-3101, Washington, DC 20210. Telephone (202) 693-1888 or fax to (202) 693-2498.

### Contacting OSHA

To report an emergency, file a complaint or seek OSHA advice, assistance or products, call (800) 321-OSHA (6742) or contact your nearest OSHA regional, area, or State Plan office; TTY: 1-877-889-5627.

### Contacting NIOSH

To receive documents or more information about occupational safety and health topics, please contact NIOSH: 1-800-CDC-INFO (1-800-232-4636); TTY: 1-888-232-6348; e-mail: [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov) or visit the NIOSH web site at [www.cdc.gov/niosh](http://www.cdc.gov/niosh).

**This guidance document is not an OSHA standard or regulation but contains recommendations that are advisory in nature and intended to assist employers in providing a safe and healthful workplace. The mention of any non-governmental organization or link to its web site in this guidance does not constitute an endorsement by NIOSH or OSHA of that organization, its products or services or web site.**

For more information:



OSHA 3512-02 2012

DHHS (NIOSH) 2012-126





## A Green Cleaning Program for Connecticut Facilities

### Legislation

Connecticut law requires state agencies to use green cleaners certified by the Green Seal or Ecologo. Disinfectants, sanitizers, and other antimicrobial products are not currently regulated under this law.

### Purchasing

Connecticut's Department of Administrative Services (DAS) has general information and a training video on their website about the "Environmentally Preferable Purchasing (EPP) Program." Connecticut DAS currently has contracts with vendors to provide EPP "Green Seal" or "Ecologo" certified cleaning products, and disinfectants, disinfecting cleaners, sanitizers and antimicrobial products sanitizers. To access the contract for janitorial and custodial supplies and find lists of suppliers and specific cleaners, disinfectants and sanitizers, please visit the DAS website.<sup>2</sup>

## A Green Cleaning Program

A comprehensive green cleaning program includes:

1. Environmentally preferable (third-party certified) cleaning products
2. Best practices
3. Advanced technology equipment
4. Implementation plan
5. Worker health and safety

## 1. Environmentally Preferable Cleaning Products

### Third-Party Certification

Non-profit organizations that evaluate products using science-based criteria for health and environmental impacts are called third-party certifiers. They identify safer cleaning products and publish lists of these products.

The two certification agencies stipulated under Connecticut requirements are:

**Look for the logos:**

**EcoLogo** - a program of Underwriters laboratory, based in Canada



**Green Seal** - a program based in the United States and used by many institutional purchasers



**Third-Party Certified Cleaning Products**

Third-party certified products are available in a growing list of categories including the following:

- |   |   |
|---|---|
| <input type="checkbox"/> all-purpose cleaner            | <input type="checkbox"/> drain cleaner                  |
| <input type="checkbox"/> floor finish and stripper      | <input type="checkbox"/> glass & window cleaner         |
| <input type="checkbox"/> hand soaps and hand sanitizers | <input type="checkbox"/> heavy-duty cleaner             |
| <input type="checkbox"/> neutral floor cleaner          | <input type="checkbox"/> stainless steel cleaner        |
| <input type="checkbox"/> toilet bowl cleaner            | <input type="checkbox"/> whiteboard cleaner and markers |

**Sanitizers/Disinfectants**

Sanitizers and disinfectants are some of the more hazardous products used as part of a cleaning program. While environmentally preferable sanitizers and disinfectants are not currently regulated under Connecticut law, the following types of environmentally preferable sanitizers and disinfectants are available: <sup>3</sup>

- **Acid-based sanitizers/disinfectants** - use an acid as the active ingredient. Generally these products do not require rinsing.
- **Hydrogen peroxide-based sanitizers/disinfectants** -combine an acid, such as acetic acid, with hydrogen peroxide to create a higher level of effectiveness.
- **Dry steam vapor technology** - for sanitizing and cleaning surfaces has been shown to be effective and is used by animal labs, major food chains, hospitals and the military.<sup>4</sup> Heat has

long been considered an effective way to kill microbes.

## **2. Best Practices**

A green cleaning program is most successful when best practices are implemented so that everyone on the cleaning team knows what procedures to use and is trained in the proper use of chemicals and equipment. This ensures that there is consistency in the methods used to clean and that the health of workers is protected. Best practices may include the following:

- Written procedures for cleaning, sanitizing and disinfecting
- Training on cleaning products and equipment use

- Instruction and certification on blood-borne pathogens procedures
- Training and preparation on personal protective equipment (PPE)
- Education on chemical right-to-know programs

An important Best Practice involves gaining an understanding of the differences between cleaning, sanitizing and disinfecting. The Centers for Disease Control and Prevention (CDC) defines these activities as follows:

- "**Cleaners** or detergents are products that are used to remove soil, dirt, dust, organic matter, and germs (like bacteria, viruses, and fungi). Cleaners or detergents work by washing the surface to lift dirt and germs off surfaces so they can be rinsed away with water. The same thing happens when you wash your hands with soap and water or when you wash dishes."
- "**Sanitizers** are used to reduce germs from surfaces but (do) not totally get rid of them. Sanitizers reduce the germs from surfaces to levels that (are) considered safe."
- "**Disinfectants** are chemical products that destroy or inactivate germs and prevent them from growing. Disinfectants have no effect on dirt, soil, or dust."

### 3. Advanced Technology Equipment

In addition to green cleaning products, there are ways to work more safely and improve cleaning by using some useful equipment and approaches.

#### Microfiber Cloths and Mops

Microfibers are polyester and nylon (polyamide) materials that are many times smaller in diameter than human hair and are used to make cleaning cloths and mop heads. Microfibers come in different grades. The preferred product is the ultra-fine microfiber with a denier measurement of 0.13. A denier is a measurement used to describe the fineness of a fiber.

- Microfiber mops and cloths can be used for the following cleaning tasks:

Dusting

Floor finishing

Glass and stainless steel cleaning

Removing biofilm

□ Wet cleaning

□ Wet mopping

- The small-size allows for penetration of surface contours, such as cracks that conventional cloths or paper towels are not able to reach. The increased surface area and star shape fibers enable the cloths to absorb up to 7 to 8 times their weight in liquid. Absorption is mechanically increased by the scrubbing. These features also enable the microfiber to pick up grease and oil better than conventional cloths and mops.<sup>5</sup>
- Microfiber is superior at capturing microbes and breaking up biofilms that form where water may collect around sinks. The University of California, Davis Medical Center compared the amount of bacteria picked up by a cotton-loop mop and by a microfiber mop. The cotton-loop mop reduced bacteria on the floors by 30%, whereas the microfiber mop reduced bacteria by 99%.<sup>1</sup>
  - Cross-contamination in facilities can be reduced by using microfiber mops and cloths.

Changing mop pads after each room reduces the opportunity for spreading microbes from one room to another. Microfiber cloths and mops are available in different colors so that a color-coding system can be implemented for specific uses.

- Microfiber mop systems are ergonomically designed for ease of use and to reduce injury. A University of Massachusetts Lowell study reported the risk of worker injury was reduced by two factors: 1) reduced weight, and 2) elimination of wringing.
- Microfiber cloths and mops can be washed and reused. A laundering system for microfiber should include:
  - *Washing:* Microfiber should be washed only with other microfiber materials because it can extract material, such as lint, from cotton or other fabrics during the washing and drying process. A mild laundry detergent is recommended. Bleach, fabric softener, or dryer sheets degrade the fabric and should never be used.
  - *Drying:* Microfiber can be line dried safely. If an automatic dryer is used, the setting should always be at **LOW**. The manufacturer's cleaning and maintenance instructions should be followed.

#### 4. Implementation Plan

Involving staff members in transitioning to the new products and procedures will help ensure they understand and fully adopt the green cleaning program. Additionally, building occupants need to be aware of the transition and what changes they may expect. For example, smells and shine may be different with green cleaning. With the reduction of scented products, occupants may not recognize that an area has been cleaned. Floors may not be as shiny because the heavy metals that made the floors shine have been removed.

The following steps can assist in making the transition to a green cleaning program more successful:

- Involve the Environmental Health and Safety Committee in the process, such as reviewing new cleaning products and procedures. Initiate a pilot project and have staff members evaluate the cleaning products for their ease of use and efficacy. Their evaluation should be shared with all the staff members who will be using the products.
- Schedule trainings with the distributor on how to use the new cleaning products and equipment. Training should allow time for questions, demonstrations and hands-on application. It is helpful to have a translator for workers with English as a Second language when possible.
- Monitor success through the acceptance of the new products by custodians and building occupants.
- Inform the public about the changes that have taken place through a newsletter, emails, or posters.

#### 5. Worker Health and Safety

Training and safe work practices are important in green cleaning programs. Custodians may experience inhalation or skin exposures.

## **Custodial Job Hazards**

Exposures can happen when a custodian breathes in fumes, or when materials spill or splash on skin or into eyes, nose and mouth. Biological exposures can happen during cleaning or waste removal when the custodian encounters unexpected sharp objects that may contain biological materials.

### **Biological and chemical exposure examples:**

- Biohazard wastes and dusts; blood and needles, kitchen and animal wastes
- Chemical cleaning products including "green" products, disinfectants and sanitizers

Custodial work may include physical hazards as well.

### **Physical hazard examples:**

- lifting, bending, stooping, climbing
- Electric shock
- Trips and falls- uneven, wet and/or slippery floors, ladders
- Abrasions and cuts- waste materials and glass

## **Hazard control**

After hazards are identified, they can be prevented or controlled. listed in order of preference for protecting workers, hazard control in a green cleaning program may include the following:

- Substitution, elimination or replacing a conventional cleaning product with a less hazardous cleaning product, replacing conventional tools with ergonomically designed equipment
- Engineering - Physically removing contaminants from a worker; increasing ventilation/ airflow
- Administrative - Implementing trainings which may include: safe work practices; proper use of materials and products; blood borne pathogen first aid, ergonomics, fire emergency response, hazard identification and communication, personal protective equipment use
- Personal Protective Equipment (PPE) - the last line of defense includes skin (gloves and protective clothing), respiratory (respirator and/or dust mask) or eye (goggle) protection

- <sup>1</sup> DAS Procurement - Environmentally Preferred Purchasing: <http://das.ct.gov/crl.aspx?page=132>
- <sup>2</sup> DAS contract for janitorial and custodial supplies: [http://www.biznet.ct.gov/SCP\\_Documents/Results/6556/009\\_0049.pdf](http://www.biznet.ct.gov/SCP_Documents/Results/6556/009_0049.pdf) (Green cleaning products) [http://www.biznet.ct.gov/SCP\\_Documents/Results/9462/010\\_0263.pdf](http://www.biznet.ct.gov/SCP_Documents/Results/9462/010_0263.pdf) (Disinfectants, disinfecting cleaners, sanitizers and antimicrobial products sanitizers)
- <sup>3</sup> US Food and Drug Administration. Code of Federal Regulations Title 21. Sec. 178.1010 Sanitizing Solutions. Available at: <http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?fr=178.1010>
- <sup>4</sup> Sexton, J., MS, Tanner, B., PhD, Maxwell, S., BS, Gerba, C., PhD. *Reduction of microbial load on high touch surfaces in hospital rooms by treatment with a portable saturated steam vapor disinfection system*. 2011. Available at: <http://digitalreprints.elsevier.com/issue/40750>.
- <sup>5</sup> Microfiber.com, Fabric of the Future, "What is microfiber?" Available at: <http://www.microfiber.com/microfiber.html>.
- <sup>6</sup> Environmental Protection Agency, *Using Microfiber Mops in Hospitals*, Environmental Best Practices for Health Care Facilities November 2002. Region 9 Pollution Prevention Program. Available at: <http://www.epa.gov/region9/waste/p2/projects/hospital/mops.pdf>.

Special thanks to Informed Green Solutions for information used in this factsheet.

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## Where is the Shine and Smell with Green Cleaning Products?

Green cleaners are different from conventional cleaners. You may have noticed a difference in shine and smell when using green cleaning products.

### Shine

Most of us like our floors to shine. The shine seems to tell us that the floors have been cleaned and cared for. After switching to a green cleaning program, the floor finishes may not be as shiny but the surface is clean. The ingredients in conventional cleaners that made the floor shine are not in green cleaners. The ingredients don't help the product clean and they can be bad for the environment. We-custodians, supervisors, and building users-need to learn that a clean floor doesn't have to be shiny.

### Smell

We are used to smells like bleach, pine or lemon in cleaning products to tell us that an area has been recently cleaned. These smells come from chemicals that do not help cleaning. Here are some tips about smells:

- The best approach to cleaning is to get rid of bad smells (urine, bacteria) without adding new chemical smells. Fragrances added to cleaners or in sprays and plug-in deodorizers can contain chemicals that may irritate our breathing and are harmful to our health. These chemicals often do nothing to clean.
- Many people link the smell of bleach with clean because bleach kills germs. But bleach can irritate breathing. There are other ways to get rid of germs without using a chemical that can hurt your breathing.

### Informing Building Users

- Work with the Communications Department and the Environmental, Health and Safety Department at your institution to come up with ways to discuss with building occupants what to expect with green cleaners.
- Explain about the green cleaning program to building users:
  - o Green cleaning is better for your health and the environment
  - o Green cleaning products clean well but don't have fragrances added
  - o Floors may not be as shiny when using green cleaning products but they are clean.
- Ask for ideas on how best to work together to make *your* green cleaning program better.

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## Disinfectant Use in Green Cleaning Programs

Disinfectants and sanitizers are used in most cleaning programs. Disinfectants are usually the most hazardous chemicals that custodians use. They are not cleaners and are not covered by the Connecticut (CT) law that requires CT facilities to use green cleaners. So even though you are using them, they are not "green certified". Disinfectants and sanitizers should be used only according to your cleaning plan, in high risk areas, or where required by law.

This is how the U S Centers for Disease Control and Prevention explain the difference among cleaners, sanitizers, and disinfectants:<sup>1</sup>

- "Cleaners or detergents are products that are used to remove soil, dirt, dust, organic matter, and germs (like bacteria, viruses, and fungi). Cleaners or detergents work by washing the surface to lift dirt and germs off surfaces so they can be rinsed away with water. The same thing happens when you wash your hands with soap and water or when you wash dishes."
- "Sanitizers are used to reduce germs from surfaces but (do) not totally get rid of them. Sanitizers reduce the germs from surfaces to levels that (are) considered safe."
- "Disinfectants are chemical products that destroy or inactivate germs and prevent them from growing. Disinfectants have no effect on dirt, soil, or dust."

### Here are some tips on disinfectants.



- ▶ **Use in high risk areas.** Certain areas such as rest rooms, nurses' offices, some parts of athletic facilities, and hospitals need disinfecting. The label will say what germs the disinfectant are designed to be used for (H1N1 flu virus, tuberculosis bacteria, etc.).
- ▶ Frequent cleaning of high touch areas (door knobs, push bars, railings etc.) **using an all-purpose green cleaner and microfiber cloth** (without any disinfectants) can get rid of over 90% of the germs. Floors and other areas usually need to be cleaned but not disinfected (unless an infection control plan says to disinfect).
- ▶ **Know where disinfecting is required.** Disinfecting or sanitizing is needed for some areas in child care centers, hospitals, food service facilities and for cleaning up blood spills.
- ▶ Reduce the use of disinfectants by:
  - **Cleaning with an all-purpose cleaner before you disinfect.** Disinfectants work better when you get rid of dirt and other hiding places for germs.
  - **Using microfiber mops and cloths to clean.**
- ▶ **Don't move germs from one area that you have cleaned to the next.** For example, if you use a microfiber mop, remove the used mop pad and put it in a bag to launder *before* moving to the next room or area. Put a clean mop pad on when you get to the next room or area.

<sup>1</sup><http://www.cdc.gov/mrsa/environment/index.html>

- ▶ **Follow the label directions.** If using a concentrate, make sure the chemical is mixed with the right amount of water. Disinfectants must be left wet on the surface for the right amount of time in order to kill germs. Wipe or rinse the surface if it says so on the label. The label may have the "dwell time or contact time." The dwell time is the amount of time needed for a disinfectant to remain glistening wet on a surface in order to kill 99.999% of microbes on a hard surface.
- ▶ **Know how to protect yourself.** Bleach is good at killing germs but can also hurt your breathing and can combine with other chemicals like ammonia or "quats" to make a dangerous gas. Bleach is not used in most green cleaning programs. Accelerated hydrogen peroxide is a safer disinfectant.
- ▶ **Learn about new technologies.** New ways to disinfect may become available that use less hazardous chemicals. New equipment like steam machines and water-based devices can clean, sanitize and disinfect.

Special thanks to Informed Green Solutions for information used in this factsheet.

Term	Definition
Antimicrobial	A general term used to describe substances (including medicines) that kill or slow the growth of microbes.
Bacteria	Microorganisms including germs are tiny one-cell organisms found on skin, in digestive tracts, in the air, and in the soil. Most are harmless but some are harmful and can make you sick.
Bleach (or Chlorine Bleach)	A chemical commonly sold as a 5 - 8% solution of sodium hypochlorite. Sodium hypochlorite is considered an asthma-causing substance by the Association of Occupational and Environmental Clinics (AOEC). Never mix chlorine bleach with ammonia, quaternary ammonium compounds or hydrochloric acid.
Cleaning	Removing germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent), water and friction to physically remove dirt and germs from surfaces. Cleaning does not kill germs, but takes germs away with the dirt. Cleaning before using a disinfectant may reduce the risk of spreading infection more than disinfecting alone.
Concentrate	A cleaning product that has not been diluted with water. These products must be diluted before use through a dilution station or by adding the recommended amount to a smaller container that is then filled with water.
Conventional Cleaning Product	A cleaning product that may not have been tested for environmental or health effects.
Denier	A unit of measurement for fibers. The denier is based on a natural standard: a single strand of silk is one denier. Microfiber is a fine fiber of less than one denier, usually made of synthetic materials.
Detergent (or cleaners)	Detergents or cleaners are products that are used to remove soil, dirt, dust, organic matter, and germs (like bacteria or viruses). Cleaners or detergents work by washing the surface to lift dirt and germs off surfaces so they can be rinsed away with water.
Dilute	To add water to concentrated chemical products (cleaners). Proper dilution is required for cleaners to work effectively.
Disinfect	Destroys almost all germs on a surface that cause infections when used as the label directs. Used to protect from infectious disease. Should be used where required by law, high-risk areas, or in case of infectious disease.
Disinfectant	Disinfectants are chemical products that destroy or inactivate germs and prevent them from growing. The labels on disinfectant containers list the microorganisms the product kills (HIV, MRSA, etc.).
Dwell or Contact Time	The time needed for a disinfectant to remain glistening wet on a surface in order to kill 99.999% of microbes on a hard surface.

Term	Definition
 <p>EcoLogo (or Environmental Choice)</p>	<p>An independent nonprofit organization that sets environmental and health standards for products, including institutional cleaning products, and certifies that the products meet those standards. In Connecticut, EcoLogo is a third-party certifier.</p>
<p>Green Cleaning</p>	<p>Green cleaning is a way of cleaning that protects health without harming the environment.</p>
 <p>Green Seal</p>	<p>An independent nonprofit organization that sets environmental and health standards for products, including institutional cleaning products, and certifies the products meet those standards. In Connecticut, Green Seal is considered a third-party certifier.</p>
<p>Health Hazard</p>	<p>The term “health hazard” includes (but is not limited to) chemicals which are carcinogens, toxic or highly toxic agents, reproductive toxins, irritants, corrosives, sensitizers, hepatotoxins, nephrotoxins, neurotoxins, agents which act on the hematopoietic system, and agents which damage the lungs, skin, eyes, or mucous membranes. Health hazards may cause measurable changes in the body - such as decreased lung function. These changes generally show up as signs and symptoms in exposed employees - such as shortness of breath.</p>
<p>High Risk Area</p>	<p>High risk areas are places where there is a strong likelihood that infections can spread. Public health laws and programs identify some high risk areas where disinfectants are always needed. These areas include parts of rest rooms, nurses’ offices, some parts of athletic facilities, and hospitals. The product label on the disinfectant will say what germs the disinfectant will destroy (for example H1N1 flu virus or tuberculosis).</p>
<p>High Touch Area</p>	<p>High touch areas are places where many people touch the surface. Disinfectants are used on high touch areas to reduce the spread of infection. Public health laws and cleaning plans determine when and how often to use a disinfectant on a high touch surface. Doorknobs, push bars, and railings are things that people often touch.</p>
<p>Material Safety Data Sheets (MSDS)</p>	<p>The MSDS is a detailed information bulletin prepared by the manufacturer or importer of a chemical that describes the physical and chemical properties, physical and health hazards, routes of exposure, precautions for safe handling and use, emergency and first-aid procedures, and control measures.</p>
<p>Microbes</p>	<p>Organisms so small they can only be seen by a microscope including bacteria (e.g., <i>Staphylococcus aureus</i>), viruses (e.g., influenza A and B, which cause the flu), fungi (e.g., <i>Candida albicans</i>, which causes some yeast infections), and some parasites, commonly known as germs..</p>



Term	Definition
Microfiber	Microfiber cloths are usually made from synthetic materials (nylon, polyester etc.). The fibers are smaller than a human hair, so they can get into cracks that cotton or paper towels can't reach. They have an electrical charge that holds dirt, dust and germs in the cloth until they are washed, but are so soft that they won't scratch or damage surfaces unless they are dirty. Well-made microfiber cloths can hold an enormous amount of water. Microfiber is also known for its durability and doesn't shed lint like other cleaning cloths.
Microorganisms	Bacteria, yeasts, simple fungi, algae, protozoans, and a number of other organisms that are microscopic in size. Most are beneficial, but some produce disease. Others are involved in composting and sewage treatment.
OSHA	Occupational Safety and Health Administration is a government agency in the U.S. Department of Labor that helps employers to maintain a safe and healthy work environment.
NIOSH	The National Institute for Occupational Safety and Health is the federal agency responsible for conducting research and making recommendations for the prevention of work-related disease and injury. NIOSH is part of the Centers for Disease Control and Prevention (CDC).
Personal Protective Equipment (PPE)	Personal protective equipment, also called "PPE", is equipment worn to minimize exposure to a variety of hazards. Examples of PPE include such items as gloves, foot and eye protection, protective hearing devices (earplugs, muffs) hard hats, respirators, and full body suits.
Pesticide	A substance intended to repel, kill, or control any species designated a "pest," including weeds, insects, rodents, fungi, bacteria, or other organisms.
Sanitize	To reduce, but not eliminate, surface germs to levels that are considered safe for public health. Required in some areas covered by law or regulation including child care areas, food service areas/kitchens.
Sanitizer	A product used to reduce germs from surfaces but (do) not totally get rid of them. Sanitizers reduce the germs from surfaces to levels that (are) considered safe, as determined by public health codes or regulations (usually 99.99%). Sanitizers include food-contact and non-food-contact products.
Third-party Certification	A product receives third-party certification when an independent organization uses scientific tests to verify a product meets a set of standards. For green cleaning, product labels with EcoLogo or Green Seal symbols show that the product passes health, safety and environmental tests.
Viruses	Germs that are smaller than bacteria and cannot grow or reproduce apart from a living cell. They invade living cells and use the cell's chemical machinery to stay alive and to replicate themselves. Thus, to survive and reproduce, they must invade a host cell (animal, human, plant, or bacteria). Virus infections may be spread by way of the air, by contact with surfaces, and by the exchange of body fluids.



## EXECUTIVE SUMMARY

At Oracle Cleaning Company, we train our employees to appreciate change as an enabler for personal, professional and organizational growth. While a new job or contract may be desirable as it creates growth opportunities, for the less prepared it could also create an atmosphere of stress, conflict and uncertainty. Our team members are properly trained and they understand the nuances of the transitional period and we take special care in selecting experienced crew for new contracts to mitigate the risk factors for inefficiencies, errors, and delays.

Oracle Cleaning Company has an integrated quality assurance apparatus that merges digital with face2face monitoring of work functions. We provide all our crew members with i-phone technology that allows for real time communications and crisis management, and with the built in technology of facetime, supervisors and managers are able to perform routine and unscheduled checks on the status of work tasks and productivity. At Oracle, we have an approach to training that requires all staff to keep the lines of communications open, on and off duty.

Oracle Cleaning Company's quality assurance program is designed to adhere to the highest standards in the janitorial services industry by:

Ensuring that we resolve any service issues in a timely and orderly fashion.

Utilizing an integrated supervisory and monitoring system that incorporates both routine and unscheduled site visits.

Conducting safety inspections and providing instantaneous report up the supervisory chain.

Oracle Cleaning Company has incorporated and integrated a multidimensional approach to minimizing environmental impact of dangerous and harmful chemicals. Our staff is LEED trained and we will implement a green cleaning program through the recycling and composting of our products.

In order to support our commitment to green technology and to further demonstrate our company's steadfastness to a sustainable environment, we only purchase and utilize products that are disposable and sustainable. We buy trash bags that meet the sustainable criteria outlined in LEED v4 for building operations and maintenance indoor environmental quality (EQ). We also use color-coded microfiber mops, towels, and other essential cleaning materials to avoid cross contamination. Our workers and members of the janitorial corps are properly trained and they know that mops, towels and other similar wiping materials used to clean restrooms are not permitted to be used to clean other areas.

All green products are accompanied by a thoroughly articulated training program that allows our staff to appreciate and model our firm's attitude and preference for the utilitarian, efficient and sustainable value of green products.

We see our work as part of an eco-system that thrives when we safeguard the environment and we purchase and use only green products (toilet paper, deodorizers, floor cleaners etc.) to support our commitment to green cleaning.

## **TQM ROGRAM**

Our firm's TQM (Total Quality Management) program consists of the following three core components:

- **Formal Employee Training**
- **Quality Measurement**
- **Performance Evaluation**

**Quality Measurement** – We use a “tiered” approach to measure quality. Various levels of inspections occur by different stakeholders to ensure our customers are receiving the best in customer care and service. The following approaches with different degrees of formality are employed.

**TQM begins with the employee** – During training, each employee goes through a step-by-step process of defining each task associated with their responsibility. The checklists used by the employees are the same checklists used by the other stakeholders responsible for quality assurance. Expectations are clearly understood and employees are instructed to check their work to ensure it is done to standard.

**On-Site Supervisor Inspections** – Informal daily/nightly inspections are performed by the On-Site/Shift Supervisor. Supervisors are responsible for inspecting each location to ensure cleaning standards are being met. They are responsible for OTJ and remedial training. Supervisors are assigned a specific location and the facility is closely monitored to ensure each agreement (contract is properly maintained).

**Quality Control Manager** – The QCM will be visiting and inspecting premises daily and will be providing a formal report of the inspection to the President of our firm. The Quality Control Scorecard and inspection process is of vital importance because it:

Identifies weaknesses in training, supervision, resources, or personnel.

Is objective and unbiased (QCM reports directly to President/CEO).

Is used as the main tool for measuring performance and has a large weight on performance incentives.

Is reviewed and discussed weekly on a contract facility QC conference call attended by the Shift Supervisors, Assistant Project Managers, Project Manager and the President/CEO.

Provides the feedback necessary to relay back to the team leaders and crews for immediate corrective action (if applicable).

**Project Manager** – The Project Manager will be visiting (randomly and unannounced) each location and premise to ensure staff is working safely and effectively on a daily basis. He/she will be touring and inspecting the work being done to ensure service delivery is meeting or exceeding county's (contract) expectations.

**Training and Safety Officer** – The Training and Safety Officer conducts weekly on-site inspections to ensure safety and cleaning processes are followed. Each location will go through a series of inspections to include observing floor crews and janitors (as they perform their daily duties). These weekly inspection reports are delivered to the President/CEO and reviewed as a team with the Managers and On-Site Supervisors. Consistency is the overall goal.

Calico's "tiered" approach to customer site inspections has proven effective because it has the right amount of checks and balances in place to ensure we are both working safely and effectively. The system separates production (service delivery) from quality and allows for objective evaluation and control. It also provides a feedback mechanism in the quality control scorecard that allows management to address issues and concerns in a timely manner.

**Performance Evaluation** – The Quality Control Scorecard is the main tool used for quality measurements. Each location serviced is tracked on a Monthly QC Report to ensure a positive trend and consistency. The primary feedback medium is the weekly performance evaluation meeting where management teams (QC, Supervisors, and Managers) from each agreement (contract) meet with the President/CEO to review and discuss progress on each account (based on quality control scorecards and other relevant key indicators). As previously mentioned, any weaknesses in training, supervision, resources, or personnel are quickly escalated and resolved before they become problematic.

**Examples of relevant key indicators:**

Weekly/Monthly Complaints/Repeats

On-Time Work Order Completion Rate

Work Loss Cases

Quarterly Safety Report

Total Cost of Custodial Services

Our firm also supports weekly, bi-monthly, monthly, and/or quarterly performance evaluation calls with clients to review goals, issues, work orders, future initiatives, and current needs. Current financial needs and expectations of the client will be addressed at this time. Our Managers and leadership team are dedicated to providing the best in customer care.

To learn more about our Quality Assurance Program and how it can be successfully deployed for your company or organization, [contact us](#) today.



**Janitorial Services - Price Sheets - Agreement 1**

ITEM NO.	FACILITY LOCATION	QTY	UOM	DESCRIPTION	Year 1		Year 2		Two Year Total	
					Unit Price	Annual	Unit Price	Annual		
1	GOVERNMENTAL CENTER EAST COMPLEX GOVERNMENTAL CENTER 115 SOUTH ANDREWS AVENUE FORT LAUDERDALE, FL 33301			<b>Basic Services</b>						
		12	MTH	General Cleaning	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00	
		12	MTH	Restroom Cleaning	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00	
		12	MTH	Floor Care	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00	
		12	MTH	Cleaning Supplies	\$ 5,000.00	\$ 60,000.00		\$ -	\$ 60,000.00	
		12	MTH	Paper Products/Trash Bags	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00	
				<b>Additional Services</b>						
		1	YR	Deep Cleaning	\$ 7,000.00	\$ 7,000.00		\$ -	\$ 7,000.00	
		1	YR	Window Cleaning	\$ 3,000.00	\$ 3,000.00		\$ -	\$ 3,000.00	
		525	HR	Porter Hours Per Month	\$ 25.00	\$ 157,500.00		\$ -	\$ 157,500.00	
		15,701	SQF	Pressure Cleaning	\$ 1.00	\$ 15,701.47		\$ -	\$ 15,701.47	
		38,064	SQF	Carpet Cleaning, Additional	\$ 1.00	\$ 38,064.16		\$ -	\$ 38,064.16	
		47,580	SQF	Electrostatic Disinfection	\$ 1.00	\$ 47,580.20		\$ -	\$ 47,580.20	
				<b>Total</b>		\$ 412,845.83		\$ -	\$ 412,845.83	
2	GOVERNMENTAL CENTER EAST COMPLEX ANNEX BUILDING 115 SOUTH ANDREWS AVENUE FORT LAUDERDALE, FL 33301			<b>Basic Services</b>						
		12	MTH	General Cleaning	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00	
		12	MTH	Restroom Cleaning	\$ 500.00	\$ 6,000.00		\$ -	\$ 6,000.00	
		12	MTH	Floor Care	\$ 500.00	\$ 6,000.00		\$ -	\$ 6,000.00	
		12	MTH	Cleaning Supplies	\$ 2,500.00	\$ 30,000.00		\$ -	\$ 30,000.00	
		12	MTH	Paper Products/Trash Bags	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00	
				<b>Additional Services</b>						
		1	YR	Deep Cleaning	\$ 3,000.00	\$ 3,000.00		\$ -	\$ 3,000.00	
		1	YR	Window Cleaning	\$ 1,500.00	\$ 1,500.00		\$ -	\$ 1,500.00	
		173	HR	Porter Hours Per Month	\$ 25.00	\$ 51,900.00		\$ -	\$ 51,900.00	
		3,950	SQF	Pressure Cleaning	\$ 1.00	\$ 3,949.83		\$ -	\$ 3,949.83	
		9,575	SQF	Carpet Cleaning, Additional	\$ 1.00	\$ 9,575.33		\$ -	\$ 9,575.33	
		14,363	SQF	Electrostatic Disinfection	\$ 1.00	\$ 14,363.00		\$ -	\$ 14,363.00	
				<b>Total</b>		\$ 150,288.16		\$ -	\$ 150,288.16	
3	GOVERNMENTAL CENTER EAST COMPLEX 350 GARAGE TRAINING CENTER 101 SW 1ST AVENUE FORT LAUDERDALE, FL 33301			<b>Basic Services</b>						
		12	MTH	General Cleaning	\$ 100.00	\$ 1,200.00		\$ -	\$ 1,200.00	
		12	MTH	Restroom Cleaning	\$ 80.00	\$ 960.00		\$ -	\$ 960.00	
		12	MTH	Floor Care	\$ 80.00	\$ 960.00		\$ -	\$ 960.00	
		12	MTH	Cleaning Supplies	\$ 20.00	\$ 240.00		\$ -	\$ 240.00	
		12	MTH	Paper Products/Trash Bags	\$ 10.00	\$ 120.00		\$ -	\$ 120.00	
				<b>Additional Services</b>						
		1	YR	Deep Cleaning	\$ 700.00	\$ 700.00		\$ -	\$ 700.00	
		1	YR	Window Cleaning	\$ 400.00	\$ 400.00		\$ -	\$ 400.00	
		5	HR	Porter Hours Per Month	\$ -	\$ -		\$ -	\$ -	
		231	SQF	Pressure Cleaning	\$ 0.50	\$ 115.50		\$ -	\$ 115.50	
		700	SQF	Carpet Cleaning, Additional	\$ 0.50	\$ 350.00		\$ -	\$ 350.00	
		140	SQF	Electrostatic Disinfection	\$ 0.50	\$ 70.00		\$ -	\$ 70.00	
				<b>Total</b>		\$ 5,115.50		\$ -	\$ 5,115.50	
4	GOVERNMENTAL CENTER EAST COMPLEX ERP & PRINT SHOP BUILDING 151 SW 2ND STREET FORT LAUDERDALE, FL 33301			<b>Basic Services</b>						
		12	MTH	General Cleaning	\$ 350.00	\$ 4,200.00		\$ -	\$ 4,200.00	
		12	MTH	Restroom Cleaning	\$ 120.00	\$ 1,440.00		\$ -	\$ 1,440.00	
		12	MTH	Floor Care	\$ 120.00	\$ 1,440.00		\$ -	\$ 1,440.00	
		12	MTH	Cleaning Supplies	\$ 70.00	\$ 840.00		\$ -	\$ 840.00	
		12	MTH	Paper Products/Trash Bags	\$ 40.00	\$ 480.00		\$ -	\$ 480.00	
				<b>Additional Services</b>						
		1	YR	Deep Cleaning	\$ 1,200.00	\$ 1,200.00		\$ -	\$ 1,200.00	
		1	YR	Window Cleaning	\$ 900.00	\$ 900.00		\$ -	\$ 900.00	
		260	HR	Porter Hours Per Month	\$ -	\$ -		\$ -	\$ -	
		1,744	SQF	Pressure Cleaning	\$ 0.80	\$ 1,395.37		\$ -	\$ 1,395.37	
		2,643	SQF	Carpet Cleaning, Additional	\$ 0.80	\$ 2,114.20		\$ -	\$ 2,114.20	
		2,114	SQF	Electrostatic Disinfection	\$ 0.80	\$ 1,691.36		\$ -	\$ 1,691.36	
				<b>Total</b>		\$ 15,700.93		\$ -	\$ 15,700.93	
<b>Total (1) - Summary, all facilities</b>						\$ 583,950.42		\$ -	\$ 583,950.42	

**Janitorial Services - Price Sheets - Agreement 1**

	QTY	UOM	DESCRIPTION	Year 1		Year 2		2 years
				Per Hour	Annual	Per Hour	Annual	
Additional Labor - Routine:								
	50	HR	Project Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Site Supervisor	\$ 45.00	\$ 2,250.00		\$ -	\$ 2,250.00
	50	HR	Full Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
	50	HR	Part Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
Additional Labor - Emergency:								
	50	HR	Project Supervisor	\$ 85.00	\$ 4,250.00		\$ -	\$ 4,250.00
	50	HR	Site Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Full Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
	50	HR	Part Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
Pass Thru:	1	EA	Materials/Supplies		\$ 1,000.00		\$ 1,000.00	\$ 2,000.00
<b>Total (2)</b>					\$ 23,000.00		\$ 1,000.00	\$ 24,000.00
<b>Grand Total - Whole Group (Total 1 + Total 2)</b>					\$ 606,950.42		\$ 1,000.00	\$ 607,950.42

Provide the Percentage of Price Attributed to Labor Portion of Services: 65%

NAME OF COMPANY: Oracle Consulting Group

AUTHORIZED PERSON NAME: Erhabor Ighodaro

AUTHORIZED PERSON TITLE: COO

DATE: Saturday, September 10, 2022

**Janitorial Services - Price Sheets - Agreement 2**

ITEM NO.	FACILITY LOCATION	QTY	UOM	DESCRIPTION	Year 1		Year 2		Two Year Total
					Unit Price	Annual	Unit Price	Annual	
<b>1 MAIN LIBRARY</b>									
100 SOUTH ANDREWS AVENUE									
FORT LAUDERDALE, FL 33301									
<b>Basic Services</b>									
		12	MTH	General Cleaning	\$ 3,000.00	\$ 36,000.00		\$ -	\$ 36,000.00
		12	MTH	Restroom Cleaning	\$ 3,000.00	\$ 36,000.00		\$ -	\$ 36,000.00
		12	MTH	Floor Care	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00
		12	MTH	Cleaning Supplies	\$ 6,000.00	\$ 72,000.00		\$ -	\$ 72,000.00
		12	MTH	Paper Products/Trash Bags	\$ 4,000.00	\$ 48,000.00		\$ -	\$ 48,000.00
<b>Additional Services</b>									
		1	YR	Deep Cleaning	\$ 2,500.00	\$ 2,500.00		\$ -	\$ 2,500.00
		1	YR	Window Cleaning	\$ 4,500.00	\$ 4,500.00		\$ -	\$ 4,500.00
		195	HR	Porter Hours Per Month	\$ 25.00	\$ 58,500.00		\$ -	\$ 58,500.00
		9,833	SQF	Pressure Cleaning	\$ 2.00	\$ 19,665.03		\$ -	\$ 19,665.03
		23,836	SQF	Carpet Cleaning, Additional	\$ 2.00	\$ 47,672.80		\$ -	\$ 47,672.80
		47,673	SQF	Electrostatic Disinfection	\$ 2.00	\$ 95,345.60		\$ -	\$ 95,345.60
Total						\$ 432,183.43		\$ -	\$ 432,183.43
<b>Total (1) - Summary, all facilities</b>						\$ 432,183.43		\$ -	\$ 432,183.43

	QTY	UOM	DESCRIPTION	Year 1		Year 2		2 years
				Per Hour	Annual	Per Hour	Annual	
<b>Additional Labor - Routine:</b>								
	50	HR	Project Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Site Supervisor	\$ 45.00	\$ 2,250.00		\$ -	\$ 2,250.00
	50	HR	Full Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
	50	HR	Part Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
<b>Additional Labor - Emergency:</b>								
	50	HR	Project Supervisor	\$ 85.00	\$ 4,250.00		\$ -	\$ 4,250.00
	50	HR	Site Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Full Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
	50	HR	Part Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
Pass Thru:	1	EA	Materials/Supplies		\$ 1,000.00		\$ 1,000.00	\$ 2,000.00
<b>Total (2)</b>					\$ 23,000.00		\$ 1,000.00	\$ 24,000.00

**Grand Total - Whole Group (Total 1 + Total 2)** \$ 455,183.43 \$ 1,000.00 \$ 456,183.43

Provide the Percentage of Price Attributed to Labor Portion of Services: 65%

NAME OF COMPANY: Oracle Consulting Group

AUTHORIZED PERSON NAME: Erhabor Ighodaro

AUTHORIZED PERSON TITLE: COO

DATE: Saturday, September 10, 2022



**Janitorial Services - Price Sheets - Agreement 3**

ITEM NO.	FACILITY LOCATION	QTY	UOM	DESCRIPTION	Year 1		Year 2		Two Year Total
					Unit Price	Annual	Unit Price	Annual	
1	SOUTH REGIONAL COURTHOUSE 3550 HOLLYWOOD BOULEVARD HOLLYWOOD, FL 33021	<b>Basic Services</b>							
		12	MTH	General Cleaning	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00
		12	MTH	Restroom Cleaning	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00
		12	MTH	Floor Care	\$ 650.00	\$ 7,800.00		\$ -	\$ 7,800.00
		12	MTH	Cleaning Supplies	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00
		12	MTH	Paper Products/Trash Bags	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00
		<b>Additional Services</b>							
		1	YR	Deep Cleaning	\$ 3,000.00	\$ 3,000.00		\$ -	\$ 3,000.00
		1	YR	Window Cleaning	\$ 2,000.00	\$ 2,000.00		\$ -	\$ 2,000.00
		173	HR	Porter Hours Per Month	\$ 25.00	\$ 51,900.00		\$ -	\$ 51,900.00
		8,547	SQF	Pressure Cleaning	\$ 0.50	\$ 4,273.50		\$ -	\$ 4,273.50
		15,540	SQF	Carpet Cleaning, Additional	\$ 0.50	\$ 7,770.00		\$ -	\$ 7,770.00
		10,360	SQF	Electrostatic Disinfection	\$ 0.50	\$ 5,180.00		\$ -	\$ 5,180.00
		<b>Total</b>				\$ 141,923.50		\$ -	\$ 141,923.50

**Total (1) - Summary, all facilities** \$ 141,923.50 \$ - \$ 141,923.50

	QTY	UOM	DESCRIPTION	Year 1		Year 2		2 years
				Per Hour	Annual	Per Hour	Annual	
<b>Additional Labor - Routine:</b>								
	50	HR	Project Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Site Supervisor	\$ 45.00	\$ 2,250.00		\$ -	\$ 2,250.00
	50	HR	Full Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
	50	HR	Part Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
<b>Additional Labor - Emergency:</b>								
	50	HR	Project Supervisor	\$ 85.00	\$ 4,250.00		\$ -	\$ 4,250.00
	50	HR	Site Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Full Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
	50	HR	Part Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
Pass Thru:	1	EA	Materials/Supplies		\$ 1,000.00		\$ 1,000.00	\$ 2,000.00

**Total (2)** \$ 23,000.00 \$ 1,000.00 \$ 24,000.00

**Grand Total - Whole Group (Total 1 + Total 2)** \$ 164,923.50 \$ 1,000.00 \$ 165,923.50

Percentage of Price Attributed to Labor Portion of Services 65%

NAME OF COMPANY: Oracle Consulting Group

AUTHORIZED PERSON NAME: Erhabor Ighodaro

AUTHORIZED PERSON TITLE: COO

DATE: Saturday, September 10, 2022

**Janitorial Services - Price Sheets - Agreement 4**

ITEM NO.	FACILITY LOCATION	QTY	UOM	DESCRIPTION	Year 1		Year 2		Two Year Total		
					Unit Price	Annual	Unit Price	Annual			
1	BROWARD COUNTY JUDICIAL COMPLEX NORTH BUILDING 201 SE 6TH STREET FORT LAUDERDALE, FL 33301	<b>Basic Services</b>									
		12	MTH	General Cleaning	\$ 3,000.00	\$ 36,000.00		\$ -	\$ 36,000.00		
		12	MTH	Restroom Cleaning	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00		
		12	MTH	Floor Care	\$ 5,000.00	\$ 60,000.00		\$ -	\$ 60,000.00		
		12	MTH	Cleaning Supplies	\$ 2,000.00	\$ 24,000.00		\$ -	\$ 24,000.00		
		12	MTH	Paper Products/Trash Bags	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00		
		<b>Additional Services</b>									
		1	YR	Deep Cleaning	\$ 4,000.00	\$ 4,000.00		\$ -	\$ 4,000.00		
		1	YR	Window Cleaning	\$ 2,000.00	\$ 2,000.00		\$ -	\$ 2,000.00		
		87	HR	Porter Hours Per Month	\$ 25.00	\$ 26,100.00		\$ -	\$ 26,100.00		
		10,602	SQF	Pressure Cleaning	\$ 0.80	\$ 8,481.83		\$ -	\$ 8,481.83		
		22,168	SQF	Carpet Cleaning, Additional	\$ 0.80	\$ 17,734.73		\$ -	\$ 17,734.73		
		44,979	SQF	Electrostatic Disinfection	\$ 0.80	\$ 35,983.52		\$ -	\$ 35,983.52		
		Total						\$ 250,300.08		\$ -	\$ 250,300.08
		2	BROWARD COUNTY JUDICIAL COMPLEX EAST BUILDING 201 SE 6TH STREET FORT LAUDERDALE, FL 33301	<b>Basic Services</b>							
				12	MTH	General Cleaning	\$ 1,700.00	\$ 20,400.00		\$ -	\$ 20,400.00
				12	MTH	Restroom Cleaning	\$ 900.00	\$ 10,800.00		\$ -	\$ 10,800.00
12	MTH			Floor Care	\$ 1,600.00	\$ 19,200.00		\$ -	\$ 19,200.00		
12	MTH			Cleaning Supplies	\$ 7,500.00	\$ 90,000.00		\$ -	\$ 90,000.00		
12	MTH			Paper Products/Trash Bags	\$ 570.00	\$ 6,840.00		\$ -	\$ 6,840.00		
<b>Additional Services</b>											
1	YR			Deep Cleaning	\$ 1,500.00	\$ 1,500.00		\$ -	\$ 1,500.00		
1	YR			Window Cleaning	\$ 1,000.00	\$ 1,000.00		\$ -	\$ 1,000.00		
53	HR			Porter Hours Per Month	\$ 25.00	\$ 15,900.00		\$ -	\$ 15,900.00		
5,680	SQF			Pressure Cleaning	\$ 0.45	\$ 2,556.01		\$ -	\$ 2,556.01		
13,770	SQF			Carpet Cleaning, Additional	\$ 0.45	\$ 6,196.38		\$ -	\$ 6,196.38		
20,655	SQF			Electrostatic Disinfection	\$ 0.45	\$ 9,294.57		\$ -	\$ 9,294.57		
Total						\$ 183,686.96		\$ -	\$ 183,686.96		
3	BROWARD COUNTY JUDICIAL COMPLEX MIDRISE BUILDING 540 SE 3RD AVENUE FORT LAUDERDALE, FL 33301			<b>Basic Services</b>							
				12	MTH	General Cleaning	\$ 850.00	\$ 10,200.00		\$ -	\$ 10,200.00
				12	MTH	Restroom Cleaning	\$ 470.00	\$ 5,640.00		\$ -	\$ 5,640.00
		12	MTH	Floor Care	\$ 900.00	\$ 10,800.00		\$ -	\$ 10,800.00		
		12	MTH	Cleaning Supplies	\$ 3,200.00	\$ 38,400.00		\$ -	\$ 38,400.00		
		12	MTH	Paper Products/Trash Bags	\$ 270.00	\$ 3,240.00		\$ -	\$ 3,240.00		
		<b>Additional Services</b>									
		1	YR	Deep Cleaning	\$ 850.00	\$ 850.00		\$ -	\$ 850.00		
		1	YR	Window Cleaning	\$ 650.00	\$ 650.00		\$ -	\$ 650.00		
		27	HR	Porter Hours Per Month	\$ 25.00	\$ 8,100.00		\$ -	\$ 8,100.00		
		5,374	SQF	Pressure Cleaning	\$ 0.25	\$ 1,343.49		\$ -	\$ 1,343.49		
		11,074	SQF	Carpet Cleaning, Additional	\$ 0.25	\$ 2,768.41		\$ -	\$ 2,768.41		
		13,028	SQF	Electrostatic Disinfection	\$ 0.25	\$ 3,256.95		\$ -	\$ 3,256.95		
		Total						\$ 85,248.85		\$ -	\$ 85,248.85
		4	BROWARD COUNTY JUDICIAL COMPLEX SOUTH GARAGE 612 SOUTH ANDREWS AVENUE FORT LAUDERDALE, FL 33301	<b>Basic Services</b>							
				12	MTH	General Cleaning	\$ 320.00	\$ 3,840.00		\$ -	\$ 3,840.00
				12	MTH	Restroom Cleaning	\$ 220.00	\$ 2,640.00		\$ -	\$ 2,640.00
12	MTH			Floor Care	\$ 400.00	\$ 4,800.00		\$ -	\$ 4,800.00		
12	MTH			Cleaning Supplies	\$ 1,000.00	\$ 12,000.00		\$ -	\$ 12,000.00		
12	MTH			Paper Products/Trash Bags	\$ 130.00	\$ 1,560.00		\$ -	\$ 1,560.00		
<b>Additional Services</b>											
1	YR			Deep Cleaning	\$ 270.00	\$ 270.00		\$ -	\$ 270.00		
1	YR			Window Cleaning	\$ 320.00	\$ 320.00		\$ -	\$ 320.00		
5	HR			Porter Hours Per Month	\$ 25.00	\$ 1,500.00		\$ -	\$ 1,500.00		
4,646	SQF			Pressure Cleaning	\$ 0.11	\$ 511.03		\$ -	\$ 511.03		
10,699	SQF			Carpet Cleaning, Additional	\$ 0.11	\$ 1,176.92		\$ -	\$ 1,176.92		
2,816	SQF			Electrostatic Disinfection	\$ 0.11	\$ 309.72		\$ -	\$ 309.72		
Total						\$ 28,927.67		\$ -	\$ 28,927.67		
<b>Total (1) - Summary, all facilities</b>						\$ 548,163.56		\$ -	\$ 548,163.56		

**Janitorial Services - Price Sheets - Agreement 4**

	QTY	UOM	DESCRIPTION	Year 1		Year 2		
				Per Hour	Annual	Per Hour	Annual	2 years
Additional Labor - Routine:								
	50	HR	Project Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Site Supervisor	\$ 45.00	\$ 2,250.00		\$ -	\$ 2,250.00
	50	HR	Full Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
	50	HR	Part Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
Additional Labor - Emergency:								
	50	HR	Project Supervisor	\$ 85.00	\$ 4,250.00		\$ -	\$ 4,250.00
	50	HR	Site Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
	50	HR	Full Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
	50	HR	Part Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
Pass Thru:	1	EA	Materials/Supplies		\$ 1,000.00		\$ 1,000.00	\$ 2,000.00

<b>Total (2)</b>					\$ 23,000.00		\$ 1,000.00	\$ 24,000.00
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<b>Grand Total - Whole Group (Total 1 + Total 2)</b>					\$ 571,163.56		\$ 1,000.00	\$ 572,163.56
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Provide Percentage of Price Attributed to Labor Portion of Services 65%

NAME OF COMPANY: Oracle Consulting Group  
 AUTHORIZED PERSON NAME: Erhabor Ighodaro  
 AUTHORIZED PERSON TITLE: COO

DATE: Saturday, September 10, 2022

**Janitorial Services - Price Sheets - Agreement 5**

ITEM NO.	FACILITY LOCATION	QTY	UOM	DESCRIPTION	Year 1		Year 2		Two Year Total
					Unit Price	Annual	Unit Price	Annual	
<b>1 TRAFFIC ENGINEERING</b>					<b>Basic Services</b>				
<b>BUILDING A</b>									
	2300 WEST COMMERCIAL BLVD	12	MTH	General Cleaning	\$ 430.00	\$ 5,160.00		\$ -	\$ 5,160.00
	FORT LAUDERDALE, FL 33309	12	MTH	Restroom Cleaning	\$ 210.00	\$ 2,520.00		\$ -	\$ 2,520.00
		12	MTH	Floor Care	\$ 410.00	\$ 4,920.00		\$ -	\$ 4,920.00
		12	MTH	Cleaning Supplies	\$ 1,700.00	\$ 20,400.00		\$ -	\$ 20,400.00
		12	MTH	Paper Products/Trash Bags	\$ 157.00	\$ 1,884.00		\$ -	\$ 1,884.00
					<b>Additional Services</b>				
		1	YR	Deep Cleaning	\$ 760.00	\$ 760.00		\$ -	\$ 760.00
		1	YR	Window Cleaning	\$ 475.00	\$ 475.00		\$ -	\$ 475.00
		160	HR	Porter Hours Per Month	\$ 25.00	\$ 48,000.00		\$ -	\$ 48,000.00
		2,063	SQF	Pressure Cleaning	\$ 0.21	\$ 433.13		\$ -	\$ 433.13
		5,938	SQF	Carpet Cleaning, Additional	\$ 0.21	\$ 1,246.88		\$ -	\$ 1,246.88
		2,500	SQF	Electrostatic Disinfection	\$ 0.21	\$ 525.00		\$ -	\$ 525.00
Total						\$ 86,324.00		\$ -	\$ 86,324.00
<b>2 TRAFFIC ENGINEERING</b>					<b>Basic Services</b>				
<b>BUILDING B</b>									
	4900 WEST PROSPECT ROAD	12	MTH	General Cleaning	\$ 87.00	\$ 1,044.00		\$ -	\$ 1,044.00
	FORT LAUDEDALE, FL 33309	12	MTH	Restroom Cleaning	\$ 55.00	\$ 660.00		\$ -	\$ 660.00
		12	MTH	Floor Care	\$ 110.00	\$ 1,320.00		\$ -	\$ 1,320.00
		12	MTH	Cleaning Supplies	\$ 450.00	\$ 5,400.00		\$ -	\$ 5,400.00
		12	MTH	Paper Products/Trash Bags	\$ 47.00	\$ 564.00		\$ -	\$ 564.00
					<b>Additional Services</b>				
		1	YR	Deep Cleaning	\$ 180.00	\$ 180.00		\$ -	\$ 180.00
		1	YR	Window Cleaning	\$ 112.00	\$ 112.00		\$ -	\$ 112.00
		5	HR	Porter Hours Per Month	\$ -	\$ -		\$ -	\$ -
		1,452	SQF	Pressure Cleaning	\$ 0.07	\$ 101.62		\$ -	\$ 101.62
		1,100	SQF	Carpet Cleaning, Additional	\$ 0.07	\$ 76.98		\$ -	\$ 76.98
		880	SQF	Electrostatic Disinfection	\$ 0.07	\$ 61.59		\$ -	\$ 61.59
Total						\$ 9,520.19		\$ -	\$ 9,520.19
<b>Total (1) - Summary, all facilities</b>						\$ 95,844.19		\$ -	\$ 95,844.19

QTY	UOM	DESCRIPTION	Year 1		Year 2		2 years
			Per Hour	Annual	Per Hour	Annual	
<b>Additional Labor - Routine:</b>							
50	HR	Project Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
50	HR	Site Supervisor	\$ 45.00	\$ 2,250.00		\$ -	\$ 2,250.00
50	HR	Full Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
50	HR	Part Time Service Crew Emp.	\$ 35.00	\$ 1,750.00		\$ -	\$ 1,750.00
<b>Additional Labor - Emergency:</b>							
50	HR	Project Supervisor	\$ 85.00	\$ 4,250.00		\$ -	\$ 4,250.00
50	HR	Site Supervisor	\$ 65.00	\$ 3,250.00		\$ -	\$ 3,250.00
50	HR	Full Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
50	HR	Part Time Service Crew Emp.	\$ 55.00	\$ 2,750.00		\$ -	\$ 2,750.00
Pass Thru:	1	EA	Materials/Supplies	\$ 1,000.00		\$ 1,000.00	\$ 2,000.00
<b>Total (2)</b>				\$ 23,000.00		\$ 1,000.00	\$ 24,000.00
<b>Grand Total - Whole Group (Total 1 + Total 2)</b>				\$ 118,844.19		\$ 1,000.00	\$ 119,844.19

Provide Percentage of Price Attributed to Labor Portion of Services 65%

NAME OF COMPANY: Oracle Consulting Group

AUTHORIZED PERSON NAME: Erhabor Ighodaro

AUTHORIZED PERSON TITLE: COO

DATE: Saturday, September 10, 2022







**ADDITIONAL REMARKS SCHEDULE**

AGENCY <b>BENDELL INSURANCE GROUP INC</b>		NAMED INSURED <b>ORACLE CONSULTING GROUP,LLC</b>	
POLICY NUMBER <b>21SBMALOF81</b>		DBA ORACLE CLEANING COMPANY <b>111 NW 183RD STREET #101</b>	
CARRIER <b>HARTFORD UNDERWRITERS INS COMPANY</b>	NAIC CODE <b>30104</b>	<b>MIAMI, FL 33169</b>	
		EFFECTIVE DATE: <b>03/24/2021</b>	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,  
 FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

INSUREDS LISTED ABOVE AND ANY OTHER REQUIRED BY CONTRACT WITH REGARD TO WORKER'S  
 COMPENSATION, EMPLOYERS LIABILITY, GENERAL LIABILITY, AUTOMOBILE LIABILITY AND EXCESS  
 LIABILITY.

# BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

**VALID OCTOBER 1, 2022 THROUGH SEPTEMBER 30, 2023**

**DBA:**  
**Business Name:** ORACLE CONSULTING GROUP LLC

**Receipt #:** 379-283633  
**Business Type:** ALL OTHERS (PUBLIC RELATIONS)

**Owner Name:** SHANNAN IGHODARO  
**Business Location:** 1040 W PROSPECT ROAD #C  
OAKLAND PARK  
**Business Phone:** 305-343-5006

**Business Opened:** 04/21/2017  
**State/County/Cert/Reg:**  
**Exemption Code:**

**Rooms                      Seats                      Employees                      Machines                      Professionals**

For Vending Business Only						
Tax Amount	Number of Machines:			Vending Type:		
	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

**THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS**

**THIS BECOMES A TAX RECEIPT**

**WHEN VALIDATED**

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

**Mailing Address:**

SHANNAN IGHODARO  
1040 W PROSPECT RD  
OAKLAND PARK, FL 33309

**Receipt #** WWW-21-00255653  
**Paid** 09/12/2022 45.00

## 2022 - 2023

# BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

**VALID OCTOBER 1, 2022 THROUGH SEPTEMBER 30, 2023**

**DBA:**  
**Business Name:** ORACLE CONSULTING GROUP LLC

**Receipt #:** 379-283633  
**Business Type:** ALL OTHERS (PUBLIC RELATIONS)

**Owner Name:** SHANNAN IGHODARO  
**Business Location:** 1040 W PROSPECT ROAD #C  
OAKLAND PARK  
**Business Phone:** 305-343-5006

**Business Opened:** 04/21/2017  
**State/County/Cert/Reg:**  
**Exemption Code:**

**Rooms                      Seats                      Employees                      Machines                      Professionals**

Signature	For Vending Business Only					
	Number of Machines:			Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
45.00	0.00	0.00	0.00	0.00	0.00	45.00

**Receipt #** WWW-21-00255653  
**Paid** 09/12/2022 45.00





# CITY OF OAKLAND PARK

5399 North Dixie Highway  
Suite 3  
Oakland Park, FL 33334  
954-630-4350

## BUSINESS TAX RECEIPT CITY OF OAKLAND PARK 2022 - 2023

### MAILING ADDRESS

SHANNAN IGHODARO  
111 NW 183 ST #101  
MIAMI GARDEN, FL 33056

ISSUED DATE: September 15, 2022

### NAME AND LOCATION OF LICENSEE

ORACLE CONSULTING GROUP LLC DBA ORACLE  
CLEANING CO  
1040 NW 44 ST STE C  
OAKLAND PARK, FL 33309

LICENSE NUMBER: SRVC-002192-2021  
LAST RENEWAL DATE:  
LICENSE EXPIRES: 09/30/2023  
DISTRICT: West of I-95  
ZONE:

THE PERSON OR FIRM NAMED ABOVE IS HEREBY LICENSED TO ENGAGE IN THE BUSINESS PROFESSION OR OCCUPATION LISTED BELOW IN THE CITY OF OAKLAND PARK FLORIDA.

BUSINESS CODE  
BUSINESS DESCRIPTION  
RESTRICTIONS

561720 Janitorial services  
PUBLIC RELATION & MANAGEMENT-OFFICE FOR CLEANING COMPANY

LICENSE MUST BE CONSPICUOUSLY POSTED AT THE PLACE OF BUSINESS SHOWN



## Supplier: Oracle Consulting Group

### Standard Instructions to Vendors - Request for Proposals, Request for Qualifications, or Request for Letters of Interest

Vendors are instructed to read and follow the instructions carefully, as any misinterpretation or failure to comply with instructions may lead to a Vendor's submittal being rejected.

Vendor MUST submit its solicitation response electronically and MUST confirm its submittal in Periscope S2G for the response to be deemed valid by the County. Refer to the Purchasing Division website or contact Periscope S2G for submittal instructions.

#### A. Responsiveness Criteria:

A Responsive (Vendor) means a vendor who submits a response to a solicitation that the Director of Purchasing determines meets all requirements of the solicitation.

**The required information and applicable forms must be submitted with solicitation response, electronically through Periscope SG2 by the solicitation's due date and time. Failure to timely submit may result in Vendor being deemed non-responsive.** The County reserves the right to waive minor technicalities or irregularities as is in the best interest of the County in accordance with Section 21.37(b) of the Broward County Procurement Code.

Below are standard responsiveness criteria; refer to **Special Instructions to Vendors** for Additional Responsiveness Criteria requirement(s).

##### 1. Lobbyist Registration Requirement Certification

Refer to **Lobbyist Registration Requirement Certification Form**. The completed form should be submitted with the solicitation response. If not submitted within solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may result in Vendor being deemed non-responsive.

##### 2. Criminal History Screening Practices Certification

Refer to **Criminal History Screening Practices Certification Form**. The completed form should be submitted with the solicitation response. If not submitted within solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may result in Vendor being deemed non-responsive.

##### 3. Addenda

The County reserves the right to amend this solicitation prior to the due date and time specified in the solicitation. Any change(s) to this solicitation will be conveyed through the written addenda process. Only written addenda will be binding. Vendor must follow the instructions carefully and submit the required information and applicable forms, or acknowledge addendum, electronically through Periscope S2G. It is the Vendor's sole responsibility to monitor the solicitation for any changing information, prior to submitting their solicitation response.

#### B. Responsibility Criteria:

A Responsible (Vendor) means a vendor who is determined to have the capability in all respects to perform fully the requirements of a solicitation, as well as the integrity and reliability that will ensure good faith performance.

When making determinations of responsibility, the Director of Purchasing or the Evaluation Committee (as applicable) may request additional information from any vendor on matters that may affect a vendor's responsibility. The failure of a vendor to provide information requested by the County may result in a determination of non-responsibility. In addition, a vendor may submit information regarding its responsibility; provided, however, that such information shall not be considered if it contradicts or materially alters the information provided by the vendor in its original response to the solicitation.

Failure to provide any of this required information and in the manner required may result in a recommendation by the Director of Purchasing that the Vendor is non-responsible.

Below are standard responsibility criteria; refer to **Special Instructions to Vendors** for Additional Responsibility Criteria requirement(s).

## 1. **Litigation History**

- a. All Vendors are required to disclose to the County all “material” cases filed, pending, or resolved during the last three (3) years prior to the solicitation response due date, whether such cases were brought by or against the Vendor, any parent or subsidiary of the Vendor, or any predecessor organization. Additionally, all Vendors are required to disclose to the County all “material” cases filed, pending, or resolved against any principal of Vendor, regardless of whether the principal was associated with Vendor at the time of the “material” cases against the principal, during the last three (3) years prior to the solicitation response.

A case is considered to be “material” if it relates, in whole or in part, to any of the following:

- i. A similar type of work that the vendor is seeking to perform for the County under the current solicitation;
  - ii. An allegation of fraud, negligence, error or omissions, or malpractice against the vendor or any of its principals or agents who would be performing work under the current solicitation;
  - iii. A vendor’s default, termination, suspension, failure to perform, or improper performance in connection with any contract;
  - iv. The financial condition of the vendor, including any bankruptcy petition (voluntary and involuntary) or receivership; or
  - v. A criminal proceeding or hearing concerning business-related offenses in which the vendor or its principals (including officers) were/are defendants.
- b. For each material case, the Vendor is required to provide all information identified in the **Litigation History Form**. Additionally, the Vendor shall provide a copy of any judgment or settlement of any material case during the last three (3) years prior to the solicitation response. Redactions of any confidential portions of the settlement agreement are only permitted upon a certification by the Vendor that all redactions are required under the express terms of a pre-existing confidentiality agreement or provision.
  - c. The County will consider a Vendor’s litigation history information in its review and determination of responsibility.
  - d. If the Vendor is a joint venture, the information provided should encompass the joint venture and each of the entities forming the joint venture.
  - e. A vendor is required to disclose to the County any and all cases(s) that exist between the County and any of the Vendor’s subcontractors/subconsultants proposed to work on this project during the last five (5) years prior to the solicitation response.
  - f. Failure to disclose any material case, including all requested information in connection with each such case, as well as failure to disclose the Vendor’s subcontractors/subconsultants litigation history against the County, may result in the Vendor being deemed non-responsive.

## 2. **Financial Information**

- a. All Vendors are required to submit the Vendor’s financial statements by the due date and time specified in the solicitation, in order to demonstrate the Vendor’s financial capabilities. If not submitted with solicitation response, it must be submitted within three business days of County’s written request.
- b. Each Vendor shall submit its most recent two years of financial statements for review. The financial statements are not required to be audited financial statements. The annual financial statements shall be in the form of:
  - i. Balance sheets, income statements and annual reports; or

- ii. Tax returns; or
- iii. SEC filings.

If tax returns are submitted, ensure it does not include any personal information (as defined under Section 501.171, Florida Statutes), such as social security numbers, bank account or credit card numbers, or any personal pin numbers. If any personal information data is part of financial statements, redact information prior to submitting a response the County.

- c. If a Vendor has been in business for less than the number of years of required financial statements, then the Vendor must disclose all years that the Vendor has been in business, including any partial year-to-date financial statements.
- d. The County may consider the unavailability of the most recent year's financial statements and whether the Vendor acted in good faith in disclosing the financial documents in its evaluation.
- e. Any claim of confidentiality on financial statements should be asserted at the time of submittal. Refer to Standard Instructions to Vendors, Confidential Material/Public Records and Exemptions for instructions on submitting confidential financial statements. The Vendor's failure to provide the information as instructed may lead to the information becoming public.
- f. Although the review of a Vendor's financial information is an issue of responsibility, the failure to either provide the financial documentation or correctly assert a confidentiality claim pursuant the Florida Public Records Law and the solicitation requirements (Confidential Material/ Public Records and Exemptions section) may result in a recommendation of non-responsiveness by the Director of Purchasing.

### 3. **Authority to Conduct Business in Florida**

- a. A Vendor must have the authority to transact business in the State of Florida and be in good standing with the Florida Secretary of State. For further information, contact the Florida Department of State, Division of Corporations.
- b. The County will review the Vendor's business status based on the information submitted with the solicitation response.
- c. It is the Vendor's sole responsibility to comply with all state and local business requirements.
- d. Vendor should list its active Florida Department of State Division of Corporations Document Number (or Registration No. for fictitious names) in the **Vendor Questionnaire**, Question No. 10.
- e. If a Vendor is an out-of-state or foreign corporation or partnership, the Vendor must obtain the authority to transact business in the State of Florida or show evidence of application for the authority to transact business in the State of Florida, upon request of the County.
- f. A Vendor that is not in good standing with the Florida Secretary of State at the time of a submission to this solicitation may be deemed non-responsible.
- g. If successful in obtaining a contract award under this solicitation, the Vendor must remain in good standing throughout the contractual period of performance.

### 4. **Affiliated Entities of the Principal(s)**

- a. All Vendors are required to disclose the names of "affiliated entities" of the Vendor's principal(s) over the last five (5) years (from the solicitation opening deadline) that have acted as a prime Vendor with the County. The Vendor is required to provide all information required on the **Affiliated Entities of the Principal(s) Certification** form.
- b. The County will review all affiliated entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business

Program, including CBE, DBE and SBE goal attainment requirements. "Affiliated entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent or sibling entity.

- c. The County will consider the contract performance evaluations and the compliance history of the affiliated entities of the Vendor's principals in its review and determination of responsibility.

#### 5. **Insurance Requirements**

The **Insurance Requirement Form** reflects the insurance requirements deemed necessary for this project. While it is not necessary to have this level of insurance in effect at the time of solicitation response, all Vendors are required to either submit insurance certificates indicating that the Vendor currently carries the level insurance coverages or submit a letter from the insurance carrier indicating Vendor can obtain the required insurance coverages.

#### 6. **Ownership Disclosure**

Vendor must submit a completed Ownership Disclosure Form at the link below.

- a. Broward County is collecting entity ownership information for Vendors. This is for informational purposes **only** and the data will be used for Broward County's research on possible contracting opportunity disparities. The forms will be maintained separately from all other records of this solicitation and will be accessible only by authorized personnel. The information provided will **not** be used in determining whether the Vendor will receive a contract award.
- b. The Ownership Disclosure Form must be completed by the responding Vendor as a matter of Vendor responsibility. If not submitted by time of submittal, the Vendor shall be required to submit the form within three (3) business days after request by the County. Failure to submit the form within this timeframe may result in Vendor being deemed nonresponsible.
- c. Submit the form **only** through the link provided below. Do not submit the form as part of Vendor's response in Periscope S2G.
- d. Link for form submittal: Ownership Disclosure Form.

#### C. **Additional Information and Certifications**

The following forms and supporting information (if applicable) should be completed and submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may affect Vendor's evaluation.

##### 1. **Vendor Questionnaire and Standard Certifications**

Vendors are required to submit detailed information on their firm and certify to the below requirements. Refer to the **Vendor Questionnaire and Standard Certification** and submit as instructed.

- a. Drug-Free Workplace Certification
- b. Non-Collusion Certification
- c. Public Entities Crimes Certification
- d. Scrutinized Companies List Certification

##### 2. **Subcontractors/Subconsultants/Suppliers Requirement**

If the Subcontractors/Subconsultants/Suppliers Information Form is included in the solicitation, the Vendor shall submit a listing of all subcontractors, subconsultants, and major material suppliers, if any, and the portion of the contract they will perform. Vendors must follow the instructions included on the **Subcontractors/Subconsultants/Suppliers Information Requirement** form and submit as instructed.

#### D. **Standard Agreement Language Requirements**

The acceptance of or any exceptions taken to the terms and conditions of the County's Agreement shall be considered a part of a Vendor's solicitation response and will be considered by the Evaluation Committee.

1. The applicable Agreement terms and conditions for this solicitation are indicated in the **Special Instructions to Vendors**.
2. Vendors are required to review the applicable terms and conditions and submit the **Agreement Exception Form**. The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts the contract terms and conditions stated in the solicitation.
- b. If exceptions are taken, the Vendor must specifically identify each term and condition with which it is taking an exception. Any exception not specifically listed is deemed waived. Simply identifying a section or article number is not sufficient to state an exception. Provide either a redlined version of the specific change(s) or specific proposed alternative language. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.
- c. Submission of any exceptions to the Agreement does not denote acceptance by the County. Furthermore, taking exceptions to the County's terms and conditions may be viewed unfavorably by the Evaluation Committee and ultimately may impact the overall evaluation of a Vendor's submittal.

#### **E. Cone of Silence**

1. The Board of County Commissioners updated provisions of the Cone of Silence Ordinance, Section 1-266, of the Broward County Code of Ordinances, effective as of April 1, 2022.
2. The County's Cone of Silence Ordinance prohibits all communications, oral or written, relating to a competitive solicitation among vendors/vendor representatives, County Staff, and Commissioner Offices while the Cone is in effect. Communications with Purchasing Division employees, the solicitation's designated Project Manager(s) or designee(s), the Office of Economic and Small Business Development (OESBD) Small Business Development Specialist Supervisor (954) 357-6400, and others as specifically identified in the Cone of Silence Ordinance are permitted. Additionally, communication is permitted at pre-bid conferences and negotiation meetings, as applicable.
3. The Cone of Silence begins upon the advertisement of an ITB, RFP, RFQ, or RLI. The Cone of Silence terminates when the solicitation is awarded, all responses are rejected, or the Board takes other action which ends the solicitation.
4. Any violations of the Code of Silence Ordinance by any vendor/vendor representative, may be reported to the County's Professional Standards/Human Rights Section. If the County's Professional Standards/Human Rights Section determines that a violation has occurred, a fine shall be imposed as provided in the Broward County Code of Ordinances. At the sole discretion of the Broward County Board of County Commissioners, a violation may void an award of the applicable competitive solicitation.
5. Review the Cone of Silence Ordinance, [Section 1-266](#) of the Broward County Code of Ordinances, for more detailed information.

#### **F. Evaluation Criteria**

1. The Evaluation Committee will evaluate Vendors as per the **Evaluation Criteria**. The County reserves the right to obtain additional information from a Vendor.
2. Unless the Evaluation Criteria is identified in the solicitation as an Additional Responsiveness or Responsibility Requirement (i.e., Special Instructions to Vendors, e.g., pricing, certifications, etc.), a Vendor's failure to respond to evaluation criteria will not be considered a matter of responsiveness or responsibility. Vendors that fail to submit any information and/or documentation required by an evaluation criteria will not be evaluated or scored for the corresponding evaluation criteria.
3. The County is not required to request, consider, or analyze Vendor's Evaluation Criteria responses received after the solicitation response due date; however, the County reserves the right to obtain clarifying information from a Vendor in writing for the Evaluation Committee.
4. For Request for Proposals - the following shall apply:

- a. The Director of Purchasing may recommend to the Evaluation Committee to short list the most qualified firms prior to the Final Evaluation.
  - b. The Evaluation Criteria identifies points available; a total of 100 points is available.
  - c. If the Evaluation Criteria includes a request for pricing, the total points awarded for price is determined by applying the following formula:  
$$\frac{\text{(Lowest Proposed Price/Vendor's Price)}}{\text{x (Maximum Number of Points for Price)}} = \text{Price Score}$$
  - d. After completion of scoring, the County may negotiate pricing as in its best interest.
5. For Requests for Letters of Interest or Request for Qualifications - the following shall apply:
- a. The Evaluation Committee will create a short list of the most qualified firms.
  - b. The Evaluation Committee will either:
    - i. Rank shortlisted firms; or
    - ii. If the solicitation is part of a two-step procurement, shortlisted firms will be requested to submit a response to the Step Two procurement.

#### **G. Demonstrations**

Refer to **Special Instructions to Vendors** if Demonstrations are applicable. Vendors determined to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable), will be required to demonstrate the nature of their offered solution. After receipt of solicitation responses, all Vendors will receive a description of, and arrangements for, the desired demonstration. All Vendors will have equal time for demonstrations, but the question-and-answer time may vary.

In accordance with Section 286.0113, Florida Statutes, and pursuant to the direction of the Broward County Board of Commissioners, demonstrations are closed to only the Vendor's team and County staff.

#### **H. Presentations**

Vendors that are determined to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable) will have an opportunity to make an oral presentation to the Evaluation Committee on the Vendor's approach to this project and the Vendor's ability to perform. The committee may provide a list of subject matter for the discussion. All Vendor's will have equal time to present but the question-and-answer time may vary.

In accordance with Section 286.0113 of the Florida Statutes, and the direction of the Broward County Board of Commissioners, presentations during Evaluation Committee Meetings are closed. Only the Evaluation Committee members, County staff and the vendor and their team scheduled for that presentation will be present in the meeting during the presentation and subsequent question and answer period. Subconsultants partnering with multiple prime vendors may only be present during one presentation/question and answer session.

#### **I. Public Art and Design Program**

If indicated in Special Instructions to Vendors, Public Art and Design Program, Section 1-88, Broward County Code of Ordinances, applies to this project. It is the intent of the County to functionally integrate art, when applicable, into capital projects and integrate artists' design concepts into this improvement project. The Vendor may be required to collaborate with the artist(s) on design development within the scope of this request. Artist(s) shall be selected by Broward County through an independent process. For additional information, contact the Broward County Cultural Division.

#### **J. Evaluation Committee Meetings**

Evaluation Committee Meetings are posted on Broward County's Sunshine Meetings website.

#### **K. Committee Appointment**

The committee members appointed for this solicitation are available on the Purchasing Division's website under Committee Appointment.

**L. Committee Questions, Request for Clarifications, Additional Information**

1. At any committee meeting, the Evaluation Committee members may ask questions, request clarification, or require additional information of any Vendor's submittal or proposal. It is highly recommended Vendors attend to answer any committee questions (if requested), including a Vendor representative that has the authority to bind.
2. Vendor's answers may impact evaluation (and scoring, if applicable). Upon written request to the Purchasing Agent prior to the meeting, a conference call number will be made available for Vendor participation via teleconference. Only Vendors that are found to be both responsive and responsible to the requirements of the solicitation and/or shortlisted (if applicable) are requested to participate in a final (or presentation) Evaluation Committee meeting.

**M. Vendor Questions**

The County provides a specified time for Vendors to ask questions and seek clarification regarding solicitation requirements. All questions or clarification inquiries must be submitted electronically through Periscope S2G by the Question & Answer due date and time specified in the solicitation document (including any addenda). The County will respond to questions electronically through Periscope S2G.

**N. Confidential Material/ Public Records and Exemptions**

1. Broward County is a public agency subject to Chapter 119, Florida Statutes. Upon receipt, all submittals become "public records" and shall be subject to public disclosure consistent with Chapter 119, Florida Statutes. Submittals may be posted on the County's public website or included in a public records request response unless there is a declaration of "confidentiality" pursuant to the public records law and in accordance with the procedures in this section.
2. Any confidential material(s) the Vendor asserts is exempt from public disclosure under Florida Statutes must be labeled as "Confidential" and marked with the specific statute and subsection asserting exemption from Public Records. Electronic media, including flash drives, must also comply with this requirement and separate any files claimed to be confidential.
3. To submit confidential material, at least one copy (in print or electronic format) must be submitted in a sealed envelope, labeled "Confidential Matter" with the solicitation number, title, date and the time of solicitation opening to:

Broward County Purchasing Division  
115 South Andrews Avenue, Room 212  
Fort Lauderdale, FL 33301

4. Any materials that the Vendor claims to be confidential and exempt from public records must be marked and separated from the submittal. If the Vendor does not comply with these instructions, the Vendor's claim for confidentiality will be deemed as waived.
5. Submitting confidential material may impact full discussion of your submittal by the Evaluation Committee because the Committee will be unable to discuss the details contained in the documents cloaked as confidential at the publicly noticed Committee meeting.

**O. Copyrighted Materials**

Copyrighted material is not exempt from the Public Records Law, Chapter 119, Florida Statutes. Submission of copyrighted material in response to any solicitation will constitute a license and permission for the County to use, reproduce, and publish (including both hard copy and electronic copies) as reasonably necessary for the evaluation of the solicitation response by County staff and agents, as well as to make the materials available for inspection or production pursuant to Public Records Law, Chapter 119, Florida Statutes.

**P. State and Local Preferences**

If the solicitation involves a federally funded project where the fund requirements prohibit the use of state and/or local preferences, such preferences contained in the Local Preference Ordinance and Broward County Procurement Code will not be applied in the procurement process.

## **Q. Local Preference**

The following local preference provisions shall apply except where otherwise prohibited by federal or state law or other funding source restrictions.

For all competitive solicitations in which objective factors used to evaluate the responses from vendors are assigned point totals:

- a. Five percent (5%) of the available points (for example, five points of a total 100 points) shall be awarded to each locally based business and to each joint venture composed solely of locally based businesses, as applicable;
- b. Three percent (3%) of the available points shall be awarded to each locally based subsidiary and to each joint venture that is composed solely of locally based subsidiaries, as applicable; and
- c. For any other joint venture, points shall be awarded based upon the respective proportion of locally based businesses and locally based subsidiaries' equity interests in the joint venture.

If, upon the completion of final rankings (technical and price combined, if applicable) by the Evaluation Committee, a nonlocal vendor is the highest ranked vendor and one or more Local Businesses (as defined by Section 1-74 of the Broward County Code of Ordinances) are within five percent (5%) of the total points obtained by the nonlocal vendor, the highest ranked Local Business shall be deemed to be the highest ranked vendor overall, and the County shall proceed to negotiations with that vendor. If impasse is reached, the County shall next proceed to negotiations with the next highest ranked Local Business that was within five percent (5%) of the total points obtained by the nonlocal vendor, if any.

Refer to Section 1-75 of the Broward County Local Preference Ordinance and the **Location Certification Form** for further information.

## **R. Tiebreaker Criteria**

In accordance with Section 21.42(d) of the Broward County Procurement Code, the tiebreaker criteria shall be applied based upon the information provided in the Vendor's response to the solicitation.

In order to receive credit for any tiebreaker criterion, complete and accurate information must be contained in the Vendor's submittal.

1. Location Certification Form;
2. Domestic Partnership Act Certification;
3. Tiebreaker Criteria Form: Volume of Payments Over Five Years

## **S. Posting of Solicitation Results and Recommendations**

The Broward County Purchasing Division's website is the location for the County's posting of all solicitations and recommendation for award and recommendation of rankings. It is the obligation of each Vendor to monitor the website in order to obtain complete and timely information.

## **T. Review and Evaluation of Responses**

An Evaluation Committee is responsible for recommending the most qualified Vendor(s). The process for this procurement may proceed in the following manner:

1. The Purchasing Division delivers the solicitation submittals to agency staff for summarization for the committee members. Agency staff prepares a report, including a matrix of responses submitted by the Vendors. This may include a technical review, if applicable. If a demonstration is required, County will appoint a Technical Review Team ("TRT") to view all Vendor demonstrations. The TRT will be comprised of County staff with specific subject matter expertise. The TRT will review all Vendor demonstrations for compliance with the Demonstration Script. The Project Manager will compile the results of each Vendor's demonstration into a final TRT Report. The TRT Report will be distributed to the Evaluation Committee members prior to the Final Evaluation Meeting.
2. A solicitation may only be awarded to a vendor whose submission is responsive to the requirements of the solicitation. The Director of Purchasing shall determine whether submissions are responsive. For solicitations in which an Evaluation Committee has been appointed, the Director of Purchasing's determination regarding responsiveness is not binding on the Evaluation



Committee, which may accept or reject such determination but must state with specificity the basis for any rejection thereof.

3. The Evaluation Committee, with assistance of the Purchasing Division and based on information provided by the applicable County Agencies and the Office of the County Attorney, shall determine whether vendors who have submitted responsive submissions are responsible. Notwithstanding the foregoing, the awarding authority for a solicitation shall have the ultimate authority to determine whether vendors who have submitted responsive submissions are responsible. When making determinations of responsibility, the Director of Purchasing or the Evaluation Committee (as applicable) may request additional information from any vendor on matters that may affect a vendor’s responsibility. The failure of a vendor to provide information requested by the County may result in a determination of non-responsibility. In addition, a vendor may submit information regarding its responsibility; provided, however, that such information shall not be considered if it contradicts or materially alters the information provided by the vendor in its original response to the solicitation.

**U. Vendor Protest**

Part X of the Broward County Procurement Code sets forth procedural requirements that apply if a Vendor intends to protest a solicitation or proposed award of a contract and states in part the following:

1. Any written protest concerning the specifications or requirements of a solicitation (or of any addenda thereto) must be received by the Director of Purchasing within five (5) business days after the applicable solicitation (or addenda) is posted on the Purchasing Division’s website.
2. Any written protest concerning a proposed award or ranking must be received by the Director of Purchasing within five (5) business days after the proposed award or ranking is posted on the Purchasing Division’s website.
3. Calculation of Days. Unless otherwise expressly stated, all references to “days” mean calendar days between the hours of 8:30 a.m. and 5:00 p.m., excluding days that are County holidays. All references to “business days” mean Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m., excluding days that are County holidays. In calculating time periods, the day of the event that triggers the time period shall be excluded from the calculation (for example, objections to a ranking must be filed within three (3) business days after the ranking is posted, so an objection to a ranking posted on a Monday must be filed no later than 5:00 p.m. on Thursday). Failure to file a written protest so that it is received by the Director of Purchasing within the timeframes set forth in Part X of the Broward County Procurement Code shall constitute a waiver of the right to protest. A protest submitted to anyone other than the Director of Purchasing shall not be a valid protest.
4. Except as to any protest of the specifications or requirements of a solicitation, as a condition of initiating any protest, the protestor must, concurrently with filing the protest, pay a filing fee for the purpose of defraying the costs in administering the protest in accordance with the scheduled provided below. The filing fee shall be refunded if the protestor prevails in the protest. Failure to timely pay the required filing fee shall render the protest invalid.

<u>Estimated Contract Amount</u>	<u>Filing Fee</u>
Mandatory Bid Amount up to \$250,000	\$500
\$250,000 - \$500,00	\$1,000
\$500,001 - \$5 million	\$3,000
Over \$5 million	\$5,000

The estimated contract amount shall be the total bid amount offered by the protesting vendor in its response to the solicitation, inclusive of any contract renewals or extensions. If no bid amount was submitted by the protestor, the estimated contract amount shall be the County’s estimated contract price for the procurement. The County will accept a filing fee in the form of a money order, certified check, or cashier’s check, payable to “Broward County,” or other manner of payment approved by the Director of Purchasing.

## **V. Right To Appeal**

The protestor may appeal the Director of Purchasing's denial of the protest with respect to the proposed award of a solicitation in accordance with Part XII of the Broward County Procurement Code. Decisions by the Director of Purchasing with respect to the specifications or requirements of a solicitation may only be appealed to the County Administrator or their designee, who shall determine the method, timing, and process of the appeal and whose decision shall be final.

1. The appeal must be received by the Director of Purchasing within ten (10) days after the date of the determination being appealed.
2. The appeal must be accompanied by an appeal bond by a Vendor having standing to protest and must comply with all other requirements of Part XII of the Broward County Procurement Code.
3. Except as otherwise provided by law, the filing of an appeal is an administrative remedy that must be exhausted prior to the filing of any civil action against the County concerning any subject matter that, had an appeal been filed, could have been addressed as part of the appeal.

## **W. Rejection of Responses**

The Director of Purchasing may reject all responses to a solicitation, even when only one response is received, if the Director of Purchasing determines that doing so would be in the best interest of the County; provided, however, that only the Board may reject all responses to a solicitation where the issuance of the solicitation was approved by the Board.

## **X. Negotiations**

Once a ranking is deemed final, the County shall commence contract negotiations with the top-ranked vendor (or, if provided in the solicitation, with multiple top-ranked vendors simultaneously). If the negotiation does not result in mutually satisfactory contract terms within a reasonable time, as determined by the Director of Purchasing, then the Director of Purchasing may terminate negotiations with the applicable vendor and commence (or continue, if the solicitation provided for negotiation with multiple top-ranked vendors) negotiations with the next-ranked vendor(s) or issue a new solicitation, as the Director of Purchasing determines to be in the best interest of the County.

## **Y. Submittal Instructions:**

1. Broward County does not require any personal information (as defined under Section 501.171, Florida Statutes), such as social security numbers, driver license numbers, passport, military ID, bank account or credit card numbers, or any personal pin numbers, in order to submit a response for ANY Broward County solicitation. DO NOT INCLUDE any personal information data in any document submitted to the County. If any personal information data is part of a submittal, this information must be redacted prior to submitting a response to the County.
2. Vendor MUST submit its solicitation response electronically through Periscope S2G and MUST confirm its solicitation response in order for the County to receive a valid response through Periscope S2G. It is the Vendor's sole responsibility to assure its response is submitted and received through Periscope S2G by the date and time specified in the solicitation.
3. The County will not consider solicitation responses received by other means. Vendors are encouraged to submit their responses in advance of the due date and the time specified in the solicitation. In the event that the Vendor is having difficulty submitting the solicitation response electronically through Periscope S2G, immediately notify the Purchasing Agent and then contact Periscope S2G for technical assistance.
4. Vendor must view, submit, and/or accept each of the documents in Periscope S2G. Web-fillable forms can be filled out and submitted through Periscope S2G.
5. After all documents are viewed, submitted, and/or accepted in Periscope S2G, the Vendor must upload additional information requested by the solicitation (i.e. Evaluation Criteria and Financial Statements) in the Item Response Form in Periscope S2G, under line one (regardless if pricing requested). Evaluation Criteria responses should be non-locked file format.

6. If the Vendor is declaring any material confidential and exempt from Public Records, refer to Confidential Material/ Public Records and Exemptions for instructions on submitting confidential material.
7. After all files are uploaded, Vendor must submit and CONFIRM its offer (by entering password) for offer to be received electronically through Periscope S2G.
8. If a solicitation requires an original Proposal Bond (per Special Instructions to Vendors), Vendor must submit in a sealed envelope, labeled with the solicitation number, title, date and the time of solicitation opening to:

Broward County Purchasing Division  
115 South Andrews Avenue, Room 212  
Fort Lauderdale, FL 33301

9. A copy of the Proposal Bond should also be uploaded into Periscope S2G; this does not replace the requirement to have an original proposal bond. Vendors must submit the original Proposal Bond, by the due date and time specified in the solicitation.

Revised April 7, 2022

**Supplier: Oracle Consulting Group**

**VENDOR QUESTIONNAIRE AND STANDARD CERTIFICATIONS**  
**Request for Proposals, Request for Qualifications, or Request for Letters of Interest**

The completed form, including acknowledgment of the standard certifications and should be submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's written request. Failure to timely submit may affect Vendor's evaluation.

**If a response requires additional information, the Vendor should upload a written detailed response with submittal; each response should be numbered to match the question number.** The completed questionnaire and attached responses will become part of the procurement record. It is imperative that the person completing the Vendor Questionnaire be knowledgeable about the proposing Vendor's business and operations.

- 1. Legal business name: **Oracle Consulting Group, LLC**
- 2. Doing Business As/ Fictitious Name (if applicable): **Oracle Cleaning Company**
- 3. Federal Employer I.D. no. (FEIN): **80-0456242**
- 4. Dun and Bradstreet No.:
- 5. Website address (if applicable):
- 6. Principal place of business address: **1040 W Prospect Road  
Oakland Park, FL 33309**
- 7. Office location responsible for this project: **1040 W Prospect Road  
Oakland Park, FL 33309**
- 8. Telephone no.: **(305) 450-5316** Fax no.:

9. Type of business (check appropriate box):

- Corporation (specify the state of incorporation):
- Sole Proprietor
- Limited Liability Company (LLC)  **LLC**
- Limited Partnership
- General Partnership (State and County Filed In)
- Other – Specify

10. List [Florida Department of State, Division of Corporations](#) document number (or registration number if fictitious name):  
**L09000071531**

11. List name and title of each principal, owner, officer, and major shareholder:

a) **Shannan Ighodaro**

b) **Erhabor Ighodaro**

c)

d)

12. AUTHORIZED CONTACT(S) FOR YOUR FIRM:

Name: **Erhabor Ighodaro**

Title: **Vice President/COO**

E-mail: **ighodaro2012@gmail.com**

Telephone No.: **(305) 450-5316**

Name: **Shannan Ighodaro**

Title: **President/CEO**

E-mail: **oraclecoachingusa@gmail.com**

Telephone No.: **(305) 343-5006**

13. Has your firm, its principals, officers or predecessor organization(s) been debarred or suspended by any government entity within the last three years? If yes, specify details in an attached written response.  Yes  No
14. Has your firm, its principals, officers or predecessor organization(s) ever been debarred or suspended by any government entity? If yes, specify details in an attached written response, including the reinstatement date, if granted.  Yes  No
15. Has your firm ever failed to complete any services and/or delivery of products during the last three (3) years? If yes, specify details in an attached written response.  Yes  No
16. Is your firm or any of its principals or officers currently principals or officers of another organization? If yes, specify details in an attached written response.  Yes  No
17. Have any voluntary or involuntary bankruptcy petitions been filed by or against your firm, its parent or subsidiaries or predecessor organizations during the last three years? If yes, specify details in an attached written response.  Yes  No
18. Has your firm's surety ever intervened to assist in the completion of a contract or have Performance and/or Payment Bond claims been made to your firm or its predecessor's sureties during the last three years? If yes, specify details in an attached written response, including contact information for owner and surety.  Yes  No
19. Has your firm ever failed to complete any work awarded to you, services and/or delivery of products during the last three (3) years? If yes, specify details in an attached written response.  Yes  No
20. Has your ever been terminated from a contract within the last three years? If yes, specify details in an attached written response.  Yes  No
21. Living Wage solicitations only: In determining what, if any, fiscal impact(s) are a result of the Ordinance for this solicitation, provide the following for informational purposes only. Response is not considered in determining the award of this contract.

Living Wage had an effect on the pricing.  Yes  No  N/A

If yes, Living Wage increased the pricing by: %.

22. Participation in Solicitation Development:

I have not participated in the preparation or drafting of any language, scope, or specification that would provide my firm or any affiliate an unfair advantage of securing this solicitation that has been let on behalf of Broward County Board of County Commissioners.

I have provided information regarding the specifications and/or products listed in this solicitation that has been let on behalf of Broward County Board of County Commissioners.

If this box is checked, provide the following: Name of Person the information was provided:

Title:

Date information provided:

**For what purpose was the information provided?**

**Drug-Free Workplace Requirements Certification:**

Section 21.23(f) of the Broward County Procurement Code requires awards of all competitive solicitations requiring Board award be made only to firms certifying the establishment of a drug free workplace program.

- The Vendor hereby certifies that it has established a drug free workplace program in accordance with the requirements of Section 1-71, et. Seq., of the Broward County Code of Ordinances (Procurement From Businesses With Drug-Free Workplace Program).

**Non-Collusion Certification:**

Vendor shall disclose, to their best knowledge, any Broward County officer or employee, or any relative of any such officer or employee as defined in Section 112.3135 (1) (c), Florida Statutes, who is an officer or director of, or has a material interest in, the Vendor's business, who is in a position to influence this procurement. Any Broward County officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement. Failure of a Vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the Broward County Procurement Code.

The Vendor hereby certifies that: (select one)

- The Vendor certifies that this offer is made independently and free from collusion; or
- The Vendor is disclosing names of officers or employees who have a material interest in this procurement and is in a position to influence this procurement. Vendor must include a list of name(s), and relationship(s) with its submittal.

**Public Entities Crimes Certification:**

In accordance with Public Entity Crimes, Section 287.133, Florida Statutes, a person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit on a contract: to provide any goods or services; for construction or repair of a public building or public work; for leases of real property to a public entity; and may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in s. 287.017 for Category Two for a period of 36 months following the date of being placed on the convicted vendor list.

The Vendor hereby certifies that: (check box)

- The Vendor certifies that no person or affiliates of the Vendor are currently on the convicted vendor list and/or has not been found to commit a public entity crime, as described in the statutes.

**Scrutinized Companies List Certification:**

Any company, principals, or owners on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List is prohibited from submitting a response to a solicitation for goods or services in an amount equal to or greater than \$1 million.

The Vendor hereby certifies that: (check each box)

- The Vendor, owners, or principals are aware of the requirements of Sections 287.135, 215.473, and 215.4275, Florida Statutes, regarding Companies on the Scrutinized Companies with Activities in Sudan List the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and
- The Vendor, owners, or principals, are eligible to participate in this solicitation and are not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and
- If awarded the Contract, the Vendor, owners, or principals will immediately notify the County in writing if any of its principals are placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List.

I hereby certify the information provided in the Vendor Questionnaire and Standard Certifications:

**Erhabor Ighodaro**  
\*AUTHORIZED SIGNATURE/NAME

**COO**  
TITLE

**9/5/22**  
DATE

Vendor Name: **Oracle Consulting Group**

\* I certify that I am authorized to sign this solicitation response on behalf of the Vendor as indicated in Certificate as to Corporate Principal, designation letter by Director/Corporate Officer, or other business authorization to bind on behalf of the Vendor. As the Vendor's authorized representative, I attest that any and all statements, oral, written or otherwise, made in support of the Vendor's response, are accurate, true and correct. I also acknowledge that inaccurate, untruthful, or incorrect statements made in support of the Vendor's response may be used by the County as a basis for rejection, rescission of the award, or termination of the contract and may also serve as the basis for debarment of Vendor pursuant to PART XI of the Broward County Procurement Code. I certify that the Vendor's response is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a response for the same items/services, and is in all respects fair and without collusion or fraud. I also certify that the Vendor agrees to abide by all terms and conditions of this solicitation, acknowledge and accept all of the solicitation pages as well as any special instructions sheet(s).

**Supplier: Oracle Consulting Group**

**LOBBYIST REGISTRATION REQUIREMENT CERTIFICATION**

The completed should be submitted with the solicitation response but must be submitted within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

The Vendor certifies that it understands if it has retained a lobbyist(s) to lobby in connection with a competitive solicitation, it shall be deemed non-responsive unless the firm, in responding to the competitive solicitation, certifies that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Section 1-262, Broward County Code of Ordinances; and it understands that if, after awarding a contract in connection with the solicitation, the County learns that the certification was erroneous, and upon investigation determines that the error was willful or intentional on the part of the Vendor, the County may, on that basis, exercise any contractual right to terminate the contract for convenience.

The Vendor hereby certifies that: (select one)

- It has not retained a lobbyist(s) to lobby in connection with this competitive solicitation; however, if retained after the solicitation, the County will be notified.
- It has retained a lobbyist(s) to lobby in connection with this competitive solicitation and certified that each lobbyist retained has timely filed the registration or amended registration required under Broward County Lobbyist Registration Act, Section 1-262, Broward County Code of Ordinances.

It is a requirement of this solicitation that the names of any and all lobbyists retained to lobby in connection with this solicitation be listed below:

Name of Lobbyist:

Lobbyist's Firm:

Phone:

E-mail: **ighodaro2012@gmail.com**

Name of Lobbyist:

Lobbyist's Firm:

Phone:

E-mail:

**SHANNAN IGHODARO**  
**Authorized Signature/Name**

**President/CEO**  
**TITLE**

**Oracle Cleaning Company**  
**Vendor Name**

**5/24/21**  
**DATE**

Revised May 1, 2021



**Supplier: Oracle Consulting Group**

**DOMESTIC PARTNERSHIP ACT CERTIFICATION (REQUIREMENT AND TIEBREAKER)**

Refer to Special Instructions to identify if Domestic Partnership Act is a requirement of the solicitation or acts only as a tiebreaker. If Domestic Partnership is a requirement of the solicitation, the completed and signed should be returned with the Vendor’s submittal. If the is not provided with submittal, the Vendor must submit within three business days of County’s request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes. To qualify for the Domestic Partnership tiebreaker criterion, theVendor must currently offer the Domestic Partnership benefit and the completed and signed form must be returned at time of solicitation submittal.

The Domestic Partnership Act, Section 16 ½ -157, Broward County Code of Ordinances, as amended, requires all Vendors contracting with the County, in an amount over \$100,000 provide benefits to Domestic Partners of its employees, on the same basis as it provides benefits to employees’ spouses, with certain exceptions as provided by the Ordinance.

For all submittals over \$100,000.00, the Vendor, by virtue of the signature below, certifies that it is aware of the requirements of Broward County’s Domestic Partnership Act, Section 16-½ -157, Broward County Code of Ordinances; and certifies the following: (check only one below).

- 1. The Vendor currently complies with the requirements of the County’s Domestic Partnership Act and provides benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees’ spouses
- 2. The Vendor will comply with the requirements of the County’s Domestic Partnership Act at time of contract award and provide benefits to Domestic Partners of its employees on the same basis as it provides benefits to employees’ spouses.
- 3. The Vendor will not comply with the requirements of the County’s Domestic Partnership Act at time of award.
- 4. The Vendor does not need to comply with the requirements of the County’s Domestic Partnership Act at time of award because the following exception(s) applies: **(check only one below)**.
  - The Vendor employs less than five (5) employees.
  - The Vendor does not provide benefits to employees’ spouses.
  - The Vendor is a governmental entity, not-for-profit corporation, or charitable organization.
  - The Vendor is a religious organization, association, society, or non-profit charitable or educational institution.
  - The Vendor provides an employee the cash equivalent of benefits. (Attach an affidavit in compliance with the Act stating the efforts taken to provide such benefits and the amount of the cash equivalent).
  - The Vendor cannot comply with the provisions of the Domestic Partnership Act because it would violate the laws, rules or regulations of federal or state law or would violate or be inconsistent with the terms or conditions of a grant or contract with the United States or State of Florida. Indicate the law, statute or regulation (State the law, statute or regulation and attach explanation of its applicability).

**Shannan Ighodaro**  
Authorized Signature/Name

**President/CEO**  
Title

**Oracle Cleaning Company**  
Vendor Name

**5/24/21**  
Date

Revised May 1, 2021

## Supplier: Oracle Consulting Group

### Office of Economic and Small Business Requirements: Small Business Enterprises

- A. In accordance with the Broward County Business Opportunity Act of 2012, codified in Section 1-81 of the Broward County Code of Ordinances, as amended (the "Business Opportunity Act"), this solicitation is reserved for Small Business Enterprises (SBE).
- B. Only Vendors that are currently certified as SBEs or obtain SBE certification prior to the solicitation due date will be eligible for award of this contract award. Vendors are SBE-certified to provide goods and/or services to the County based on the Vendors' demonstration to the Office of Economic and Small Business Development (OESBD) that they provide such goods and/or services during the normal course of their respective businesses. Brokers are not eligible for certification.
- C. An SBE-certified Vendor must provide a commercially useful function for a project. A SBE-certified Vendor that seeks to act as a broker or does not provide a commercially useful function on a project shall be subject to decertification by OESBD.
- D. It is the Vendor's responsibility to ensure it is compliant with the Business Opportunity Act related requirements and solicitation deadlines by contacting OESBD to verify the Vendor's current SBE status or to obtain the applicable SBE certification.
- E. For detailed information regarding SBEs or to find the application for certification, contact OESBD at (954) 357-6400 or visit the website at: [www.broward.org/EconDev/SmallBusiness](http://www.broward.org/EconDev/SmallBusiness).

Revised May 1, 2021

**Supplier: Oracle Consulting Group**

**Office of Economic and Small Business Requirements: CBE Reserve**

- A. In accordance with the Broward County Business Opportunity Act of 2012, Section 1-81, Code of Ordinances, as amended (the "Business Opportunity Act"), this solicitation is reserved for County Business Enterprise (CBE) firms (CBE Reserve).
- B. CBEs and non-CBEs may respond to the solicitation.
- C. The CBE with the lowest responsive and responsible Bid, or with the highest-ranked responsive and responsible Proposal, as compared to all other CBEs (the "CBE Presumptive Awardee"), shall be awarded the contract if the CBE Presumptive Awardee meets the following requirements, as applicable:
  - (1) Monetary Differential: The total Bid or Proposal amount of the CBE Presumptive Awardee: (a)(i) does not exceed Three Million Dollars (\$3,000,000) and (ii) does not exceed the total amount of the lowest responsive and responsible Bid, or the total amount of the highest-ranked responsive and responsible Proposal, as applicable, from a non-CBE by more than ten percent (10%); or (b)(i) exceeds Three Million Dollars (\$3,000,000) and (ii) does not exceed the total amount of the lowest responsive and responsible Bid, or the total amount of the highest-ranked responsive and responsible Proposal, as applicable, from a non-CBE by more than five percent (5%); and
  - (2) Points Differential: For competitive solicitations in which the Proposals are assigned point totals, after deducting the points awarded for price from the total points awarded to each applicable Proposal, the total points assigned to the CBE Presumptive Awardee: (a) for Proposals that do not exceed Three Million Dollars (\$3,000,000), are not more than ten percent (10%) less than the total points assigned to the highest-ranked responsive and responsible non-CBE; or (b) for Proposals that exceed Three Million Dollars (\$3,000,000), are not more than five percent (5%) less than the total points assigned to the highest-ranked responsive and responsible non-CBE.

If the CBE Presumptive Awardee does not meet the above requirements, as applicable, then the CBE with the next lowest responsive and responsible Bid, or the next highest-ranked responsive and responsible Proposal, as compared to all other CBEs, will be deemed the CBE Presumptive Awardee and awarded the contract if the CBE Presumptive Awardee meets the above requirements, as applicable. If no CBE Presumptive Awardee meets the above requirements, as applicable, the award shall be made to the non-CBE that submits the lowest responsive and responsible Bid, or the highest-ranked responsive and responsible Proposal, provided the Director of Purchasing determines the total amount of the Bid or Proposal is fair and reasonable, unless (a) the Director of Office of Economic and Small Business Development (OESBD) issues a written determination that re-solicitation with modified specifications is likely to result in one or more Bids or Proposals from CBEs that would be eligible to receive the contract award; and (b) the Director of Purchasing issues a written determination that the delay occasioned by re-solicitation would not materially harm the County's interests.

- D. If a non-CBE is awarded the contract because no CBE with capacity to perform the work submits a responsive and responsible Bid or Proposal, or because no CBE meets the applicable requirements stated above, any contract awarded to a non-CBE must include at least a twenty-five percent (25%) CBE goal (unless the CBE goal is waived or otherwise modified by Board action).
- E. It is the Vendor's responsibility to ensure compliance with the CBE requirements and adhere to solicitation deadlines. The Vendor must contact OESBD to verify current CBE status or to obtain CBE certification.
- F. The Work may only be performed by CBEs. The Vendor must perform one hundred percent (100%) of the Work as the prime Vendor or the prime Vendor may subcontract portions of Work to other CBEs. If the prime Vendor intends to subcontract any portion of the Work, the Vendor must complete a Letter of Intent (refer to Section G below).
- G. CBE Program Requirements: Vendor should submit all required forms and information with its solicitation submittal as a matter of responsibility. If the required forms and information are not provided with the Vendor's solicitation submittal, then Vendor must supply the required forms and information no later than three (3) business days after request by OESBD. Vendor may be

deemed non-responsible for failure to fully comply with this solicitation and CBE Program Requirements within these stated timeframes.

1. Vendor should include in its solicitation submittal a Letter of Intent Between Bidder/Offeror and County Business Enterprise (CBE) Subcontractor/Supplier (LOI) for each CBE the Vendor intends to use to achieve the assigned reserve or CBE participation goal. If the Vendor is a CBE performing 100% of the work, an LOI should be submitted stating that 100% of the work will be completed by the CBE. The form is available at the following link:  
<http://www.broward.org/EconDev/Documents/CBELetterOfIntent.pdf>
  2. If Vendor is unable to attain the CBE participation goal or reserve, Vendor should include in its solicitation submittal an Application for Evaluation of Good Faith Efforts and all of the required supporting information. The is available at the following link:  
<http://www.broward.org/EconDev/WhatWeDo/Documents/GoodFaithEffortEval.pdf>
- H. A certified firm must provide a commercially useful function for the Project and may not act as a broker. A certified firm that seeks to act as a broker, or that does not provide a commercially useful function for the Project shall be subject to decertification by OESBD.
- I. Vendors are encouraged to purchase materials from certified CBE firms whenever possible.
- J. A joint venture is only eligible for award if all members of the joint venture are certified CBE firms.
- K. OESBD maintains an online directory of CBE firms. The online directory is available for use by Vendors at <https://webapps4.broward.org/smallbusiness/sbdirectory.aspx>
- L. For detailed information regarding the CBE Program contact the OESBD at (954) 357-6400 or visit the office's website at: <http://www.broward.org/EconDev/SmallBusiness/>
- M. If awarded the contract, Vendor agrees to and shall comply with all applicable requirements of this solicitation, the Business Opportunity Act, and the CBE Program in the award and administration of the contract, including the following:
1. No party to this contract may discriminate on the basis of race, color, sex, religion, national origin, disability, age, marital status, political affiliation, sexual orientation, pregnancy, or gender identity and expression in the performance of this contract.
  2. All entities that seek to conduct business with the County, including Vendor or any Prime Contractors, Subcontractors, and Bidders/Offerors shall conduct such business activities in a fair and reasonable manner, free from fraud, coercion, collusion, intimidation, or bad faith. Failure to do so may result in the cancellation of this solicitation, cessation of contract negotiations, revocation of CBE certification, and suspension or debarment from future contracts.
  3. If Vendor fails to meet or make Good Faith Efforts (as defined in the Business Opportunity Act) to meet the CBE participation commitment (the "Commitment"), including CBE reserve, then Vendor shall pay the County liquidated damages in an amount equal to fifty percent (50%) of the actual dollar amount by which Vendor failed to achieve the Commitment, up to a maximum amount of ten percent (10%) of the total contract amount, excluding costs and reimbursable expenses. An example of this calculation is stated in Section 1-81.7, Broward County Code of Ordinances.
  4. Vendor shall comply with all applicable requirements of the Business Opportunity Act in the award of this contract. Failure by Vendor to carry out any of these requirements shall constitute a material breach of the contract, which shall permit the County to terminate this contract or to exercise any other remedy provided under this contract, the Broward County Code of Ordinances, the Broward County Administrative Code, or other applicable laws, with all such remedies being cumulative.
  5. Vendor shall pay its CBE subcontractors and suppliers, within fifteen (15) days following receipt of payment from the County, for all completed subcontracted work and supplies. If Vendor withholds an amount from CBE subcontractors or suppliers as retainage, such retainage shall be released and paid within fifteen (15) days following receipt of payment of retained amounts from the County.
  6. Vendor understands that the County will monitor Vendor's compliance with the CBE Program requirements. All Vendors must provide OESBD with a Monthly Utilization Report (MUR)

to confirm its compliance with the Commitment agreed to in the contract; timely submission of the MUR every month throughout the term of the contract, including amendment and extension terms, is a condition of the County's payment of Vendor under the contract. This is also available online at:  
[www.broward.org/econdev/SmallBusiness/Pages/compliance.aspx](http://www.broward.org/econdev/SmallBusiness/Pages/compliance.aspx)

Revised May 1, 2021

**Supplier: Oracle Consulting Group**

**LITIGATION HISTORY FORM**

The completed form(s) should be returned with the Vendor’s submittal. If not provided with submittal, the Vendor must submit within three business days of County’s request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

- There are no material cases for this Vendor; or
- Material Case(s) are disclosed below:

Is this for a: (check type) <input type="checkbox"/> Parent, <input type="checkbox"/> Subsidiary, or <input type="checkbox"/> Predecessor Firm?	If Yes, name of Parent/Subsidiary/Predecessor:  Or No <input type="checkbox"/>
Party	
Case Number, Name, and Date Filed	
Name of Court or other tribunal	
Type of Case	Bankruptcy <input type="checkbox"/> Civil <input type="checkbox"/> Criminal <input type="checkbox"/> Administrative/Regulatory <input type="checkbox"/>
Claim or Cause of Action and Brief description of each Count	
Brief description of the Subject Matter and Project Involved	
Disposition of Case  (Attach copy of any applicable Judgment, Settlement Agreement and Satisfaction of Judgment.)	Pending <input type="checkbox"/> Settled <input type="checkbox"/> Dismissed <input type="checkbox"/>  Judgment Vendor’s Favor <input type="checkbox"/> Judgment Against Vendor <input type="checkbox"/>  If Judgment Against, is Judgment Satisfied? <input type="checkbox"/> Yes <input type="checkbox"/> No
Opposing Counsel	Name: Email: <b>ighodaro2012@gmail.com</b> Telephone Number:

**Vendor Name: Oracle Cleaning Company**

Revised May 1, 2021

**Supplier: Oracle Consulting Group**

**AFFILIATED ENTITIES OF THE PRINCIPAL(S) CERTIFICATION**

The completed form should be submitted with the solicitation response. If not submitted with solicitation response, it must be submitted within three business days of County's request. Failure to timely submit may result in Vendor being deemed non-responsive.

- a. All Vendors are required to disclose the names and addresses of "affiliated entities" of the Vendor's principal(s) over the last five (5) years (from the solicitation opening deadline) that have acted as a prime Vendor with the County.
- b. The County will review all affiliated entities of the Vendor's principal(s) for contract performance evaluations and the compliance history with the County's Small Business Development Program, including County Business Enterprise (CBE), Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) goal attainment requirements. "Affiliated entities" of the principal(s) are those entities related to the Vendor by the sharing of stock or other means of control, including but not limited to a subsidiary, parent or sibling entity.
- c. The County will consider the contract performance evaluations and the compliance history of the affiliated entities of the Vendor's principals in its review and determination of responsibility.

The Vendor hereby certifies that: (select one)

- No principal of the proposing Vendor has prior affiliations that meet the criteria defined as "Affiliated entities"
- Principal(s) listed below have prior affiliations that meet the criteria defined as "Affiliated entities"

Principal's Name:  
Names of Affiliated Entities:  
Principal's Name:  
Names of Affiliated Entities:  
Principal's Name:  
Names of Affiliated Entities:

Authorized Signature Name: **Shannan Ighodaro**  
Title: **CEO**  
Vendor Name: **Oracle Consulting Group**  
Date: **ighodaro2012@gmail.com**

Revised 11/24/2021



## Supplier: Oracle Consulting Group

### Workforce Investment Program Requirements:

- A. In accordance with [Broward County Workforce Investment Program, Administrative Code, Section 19.211, the Workforce Investment Program](#) (Program) this solicitation is a covered contract if the open-end contract award value exceeds \$500,000 per year or if the individual project value exceeds \$500,000 under a fixed-term contract. The Program encourages Vendors to utilize [CareerSource Broward](#) (CareerSouce) and their contract partners as a firstsource for employment candidates for work on County-funded projects, and encourages investment in Broward County economic development through the hiring of economically disadvantaged or hard-to-hire individuals.
- B. Compliance with the Program, including compliance with First Source Referral and the Qualifying New Hires goals, is a matter of responsibility. Vendor should submit the **Workforce Investment Program Certification Form** with its response. If not provided with solicitation submittal, the Vendor must supply within three business days of County's request. Vendor may be deemed non-responsible for failure to comply within stated timeframes.
- C. The following is a summary of requirements contained in the Program. This summary is not all-inclusive of the requirements of the Program. If there is any conflict between the following summary and the language in the Program, the language in the Program shall prevail. In compliance with the Program, Vendor (and/or its subcontractors) shall agree to:
1. be bound to contractual obligations under the contract;
  2. use good faith efforts to meet First Source Referral goal for vacancies that result from award of this contract;
  3. publicly advertise any vacancies that are the direct result of this contract, exclusively with CareerSource for at least five (5) business days;
  4. review qualifications of CareerSource's Qualified Referrals and use good faith efforts to interview Qualified Referrals that appear to meet the required qualifications;
  5. use good faith efforts to hire Qualifying New Hires (as defined by the Program) for atleast fifty percent (50%) of the vacancies (rounded up) that are the direct result of this contract;
  6. obtain a hired worker's written certification, attesting to a status as a Qualifying New Hire, Economically Disadvantaged Worker, or Hard-to-Hire worker (if applicable);
  7. retain records relating to Program requirements, including: records of all applicable vacancies; job order requests to CareerSource; qualified referral lists; and records of candidates interviewed and the outcome of the interviews.
  8. provide to the County any documents and records demonstrating Vendor's compliance and good faith efforts to comply with the Program;
  9. submit to the County an annual report by January 31<sup>st</sup> and within 30 days of contract completion or expiration; and
  10. ensure that all of its subcontractors comply with the requirements of the Program.
- D. Further information about the Program, Vendor's obligations, and the Qualifying New Hire's certification may be obtained on the Office of Economic and Small Business Development website:  
[broward.org/econdev/Pages/WorkforceInvestmentProgram.aspx](http://broward.org/econdev/Pages/WorkforceInvestmentProgram.aspx). Vendor is responsible for reading and understanding requirements of the Program.
- E. Subcontractors: Vendor's subcontractors shall use good faith efforts to meet the First Source Referral and the Qualifying New Hires goals, in accordance with the Program. The Vendor shall include in any subcontracts a requirement that the all subcontractors comply with the Program



requirements. The Vendor shall be responsible for compliance by any subcontractor with the Program as it applies to their subcontract.

- F. Reporting: Vendor shall maintain and make available to County upon request all records documenting Vendor's compliance and its subcontractors' compliance with the requirements of the Program, and shall submit the required reports to the Contract Administrator annually by January 31 and within thirty (30) days after the conclusion of this contract. Failure to timely comply with reporting requirements shall constitute a material breach of this contract.
- G. Evaluation: The Contract Administrator will document the Vendor's compliance and good faith efforts as part of the Vendor's Performance Evaluation.
- H. Failure to demonstrate good faith efforts to meet the First Source Referral and the Qualifying New Hires goal shall constitute a material breach of this contract.

### WORKFORCE INVESTMENT PROGRAM CERTIFICATION

This form(s) should be returned with the Vendor's submittal. If not provided with solicitation submittal, the Vendor must supply information within three business days of County's request. Vendor may be deemed non-responsible for failure to comply within stated timeframes.

In accordance with the Workforce Investment Program

**Oracle Cleaning Company** (Vendor) agrees to be bound to the contractual obligations of the Workforce Investment Program, Broward County Administrative Code Section 19.211, requiring our firm to use good faith efforts to meet the First Source Referral Goal and the Qualifying New Hires Goal.

The statement must be signed by an authorized signatory of the firm. Receipt of the signed statement from the Vendor is a matter of responsibility. A firm not offering an affirmative response in this regard will be found "non-responsible" to the solicitation and not eligible for further evaluation or award.

**Shannan Ighodaro**  
AUTHORIZED SIGNATURE/NAME

**President/CEO**  
TITLE

**5/24/21**  
DATE

Revised May 1, 2021

**Supplier: Oracle Consulting Group**

**AGREEMENT EXCEPTION FORM**

The completed form(s) should be submitted with the solicitation response. If not submitted with solicitation response, it shall be deemed an affirmation by the Vendor that it accepts contract terms and conditions stated in the solicitation.

The Vendor must provide on the form below, any and all exceptions it takes to the contract terms and conditions stated in the solicitation, including all proposed modifications to the contract terms and conditions or proposed additional terms and conditions. Additionally, a brief justification specifically addressing each provision to which an exception is taken should be provided.

There are no exceptions to the contract terms and conditions state in this solicitation; or

The following exceptions are taken to the contract terms and conditions state in this solicitation:  
(use additional forms as needed; separate each Article/ Section number)

Term or Condition Article / Section	Insert proposed modifications to the contract terms and conditions or proposed additional terms and condition	Provide brief justification for proposed modifications

**Vendor Name: ORACLE CONSULTING GROUP LLC**

Revised May 1, 2021

**Supplier: Oracle Consulting Group**

**VOLUME OF PREVIOUS PAYMENTS ATTESTATION  
FORM**

The completed and signed form should be returned with the Vendor’s submittal. If not provided with submittal, the Vendor must submit within three business days of County’s request. Failure to timely submit this form and supporting documentation may affect the Vendor’s evaluation.

**This completed form MUST be included with the Vendor’s submittal at the time of the opening deadline to be considered for a Tie Breaker criterion (if applicable).**

Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by the County to a prime Vendor **MINUS** the Vendor’s confirmed payments paid-to-date to approved certified County Business Enterprise (CBE) firms performing services as Vendor’s subcontractor/subconsultant to obtain the CBE goal commitment as confirmed by County’s Office of Economic and Small Business Development. Reporting must be within five (5) years of< the current solicitation’s opening date.

Vendor must list all received payments paid-to-date by contract as a prime vendor from Broward County Board of County Commissioners. Reporting must be within five (5) years of the current solicitation’s opening date.

Vendor must also list all total confirmed payments paid-to-date by contract, to approved certified CBE firms utilized to obtain the contract’s CBE goal commitment. Reporting must be within five (5) years of the current solicitation’s opening< date.

In accordance with Section 21.41(h)(4) and 21.42(d)(3) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from the date of the submittal opening will receive the Tie Breaker.

**The Vendor attests to the following:**

Item No.	Project Title	Contract No.	Department/ Division	Date Awarded	Prime: Paid to Date	CBE: Paid to Date
1.						
2.						
3.						
4.						
5.						
6.						
7.						

Grand Total

Has the Vendor been a member/partner of a Joint Venture firm that was awarded a contract by the County?

Yes  No

If Yes, Vendor must submit a **Joint Vendor Volume of Work Attestation Form**.

**Vendor Name:**

**Authorized Signature/Name**

**Title**

**Date**

**VOLUME OF PREVIOUS PAYMENTS ATTESTATION  
FORM FOR JOINT VENTURE**

If applicable, this form and additional required documentation should be submitted with the Vendor’s submittal. If not provided with submittal, the Vendor must submit within three business days of County’s request. Failure to timely submit this form and supporting documentation may affect the Vendor’s evaluation.

If a Joint Venture, the payments paid-to-date by contract provided must encompass the Joint Venture and each of the entities forming the Joint Venture.

Points assigned for Volume of Previous Payments will be based on the amount paid-to-date by contract to the Joint Venture firm **MINUS** all confirmed payments paid-to-date to approved certified CBE firms utilized to obtain the CBE goal commitment. Reporting must be within five (5) years of the current solicitation’s opening date. Amount will then be multiplied by the member firm’s equity percentage.

In accordance with Section 21.41(h)(4) and 21.42(d)(3) of the Broward County Procurement Code, the Vendor with the lowest dollar volume of payments previously paid by the County over a five-year period from the date of the submittal opening will receive the Tie Breaker.

**The Vendor attests to the following:**

Item No.	Project Title	Contract No.	Department/ Division	Date Awarded	JV Equity Percent	Prime: Paid to Date	CBE: Paid to Date
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

Grand Total

Vendor is required to submit an executed Joint Venture agreement(s) and any amendments for each project listed above. Each agreement must be executed prior to the opening date of this solicitation.

**Vendor Name: Oracle Cleaning Company**

**Shannan Ighodaro**  
Authorized Signature/Name

**President/CEO**  
Title

**5/24/21**  
Date

Revised May 1, 2021

## Supplier: Oracle Consulting Group

### LOCATION CERTIFICATION

Refer to applicable sections for submittal instructions. Failure to submit required forms or information by stated timeframes will deem vendor ineligible for local preference or location tiebreaker.

Broward County [Code of Ordinances, Section 1-74](#), et seq., provides certain preferences to Local Businesses, Locally Based Businesses, and Locally Based Subsidiaries, and the [Broward County Procurement Code](#) provides location as the first tiebreaker criteria. Refer to the ordinance for additional information regarding eligibility for local preference.

#### For Invitation for Bids:

To be eligible for the Local Preference best and final offer (“BAFO”) and location tiebreaker, the Vendor **must** submit this fully completed form and a copy of its Broward County local business tax receipt **at the same time it submits its bid. Vendors who fail to comply with this submittal deadline will not be eligible for either the BAFO or the location tiebreaker.**

#### For Request for Proposals (RFPs), Request for Letters of Interest (RLIs), or Request for Qualifications (RFQs):

For Local Preference eligibility, the Vendor **should** submit this fully **completed form** and **all Required Supporting Documentation** (as indicated below) at the time Vendor submits its response to the procurement solicitation. If not provided with submittal, the Vendor **must** submit within three business days after County’s written request. Failure to submit required forms or information by stated timeframes will deem the Vendor ineligible for local preference.

To be eligible for the location tiebreaker, **the Vendor must submit this fully completed form and a copy of its Broward County local business tax receipt at the same time it submits its response.** Vendors who fail to comply with this submittal deadline will not be eligible for the location tiebreaker.

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The undersigned Vendor hereby certifies that (check the box for only one option below):

- Option 1:** The Vendor is a **Local Business**, but does not qualify as a **Locally Based Business** or a **Locally Based Subsidiary**, as each term is defined by [Section 1-74, Broward County Code of Ordinances](#). The Vendor further certifies that:
- A. It has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
- i. a physical business address located within the limits of Broward County, listed on the Vendor’s valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
  - ii. in an area zoned for the conduct of such business,
  - iii. that the Vendor owns or has the legal right to use, and
  - iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the “Local Business Location”).

If Option 1 selected, indicate **Local Business Location**:

- Option 2:** The Vendor is both a **Local Business** and a **Locally Based Business** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:
- A. The Vendor has continuously maintained, for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),

- i. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
  - ii. in an area zoned for the conduct of such business,
  - iii. that the Vendor owns or has the legal right to use, and
  - iv. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation as so defined, the "Local Business Location");
- B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;
- C. The Vendor's management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;
- D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and
- E. Less than fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the owned, directly or indirectly, by one or more entities with a principal place of business Vendor located outside of Broward County is .

If Option 2 selected, indicate **Local Business Location**:

**Option 3:** The Vendor is both a **Local Business** and a **Locally Based Subsidiary** as each term is defined by Section 1-74, Broward County Code of Ordinances. The Vendor further certifies that:

- A. The Vendor has continuously maintained:
  - i. for at least the one (1) year period immediately preceding the bid posting date (i.e., the date on which the solicitation was advertised),
  - ii. a physical business address located within the limits of Broward County, listed on the Vendor's valid business tax receipt issued by Broward County (unless exempt from business tax receipt requirements),
  - iii. in an area zoned for the conduct of such business,
  - iv. that the Vendor owns or has the legal right to use, and
  - v. from which the Vendor operates and performs on a day-to-day basis business that is a substantial component of the goods or services being offered to Broward County in connection with the applicable competitive solicitation (as so defined, the "Local Business Location");
- B. The Local Business Location is the primary business address of the majority of the Vendor's employees as of the bid posting date, and/or the majority of the work under the solicitation, if awarded to the Vendor, will be performed by employees of the Vendor whose primary business address is the Local Business Location;
- C. The Vendor's management directs, controls, and coordinates all or substantially all of the day-to-day activities of the entity (such as marketing, finance, accounting, human resources, payroll, and operations) from the Local Business Location;
- D. The Vendor has not claimed any other location as its principal place of business within the one (1) year period immediately preceding the bid posting date; and
- E. At least fifty percent (50%) of the total equity interests in the business are owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County. The Vendor certifies that the total equity interests in the Vendor owned, directly or indirectly, by one or more entities with a principal place of business located outside of Broward County is .

If Option 3 selected, indicate **Local Business Location**:

**Option 4:** The Vendor is a **joint venture** composed of one or more Local Businesses, Locally Based Businesses, or Locally Based Subsidiaries, as each term is defined by Section 1-74, Broward County Code of Ordinances. Fill in blanks with percentage equity interest or list "N/A" if section does not apply. The Vendor further certifies that:

- A. The proportion of equity interests in the joint venture owned by **Local Business(es)** (each Local Business must comply with all of the requirements stated in Option 1) is % of the total equity interests in the joint venture; and/or
- B. The proportion of equity interests in the joint venture owned by **Locally Based Business(es)** (each Locally Based Business must comply with all of the requirements stated in Option 2) is % of the total equity interests in the joint venture; and/or
- C. The proportion of equity interests in the joint venture owned by **Locally Based Subsidiary(ies)** (each Locally Based Subsidiary must comply with all of the requirements stated in Option 3) is % of the total equity interests in the joint venture.

If Option 4 selected, indicate the Local Business Location(s) (es) on separate sheet.

**Option 5:** Vendor is not a Local Business, a Locally Based Business, or a Locally Based Subsidiary, as each term is defined by Section 1-74, Broward County Code of Ordinances.

**Required Supporting Documentation** (in addition to this form): Option 1 or 2 (**Local Business or Locally Based Business**):

1. Broward County local business tax receipt.

Option 3 (**Locally Based Subsidiary**)

1. Broward County local business tax receipt.
2. Documentation identifying the Vendor's vertical corporate organization and names of parent entities if the Vendor is a Locally Based Subsidiary.

Option 4 (**joint venture** composed of one or more Local Business(es), Locally Based Business(es), or Locally Based Subsidiary(ies):

1. Broward County local business tax receipt(s) for each Local Business(es), Locally Based Business(es), and/or Locally Based Subsidiary(ies).
2. Executed joint venture agreement, if the Vendor is a joint venture.
3. If joint venture is comprised of one or more Locally Based Subsidiary(ies), submit documentation identifying the vertical corporate organization and parent entities name(s) of each Locally Based Subsidiary.

If requested by County (any option):

1. Written proof of the Vendor's ownership or right to use the real property at the Local Business Location.
2. Additional documentation relating to the parent entities of the Vendor.
3. Additional documentation demonstrating the applicable percentage of equity interests in the joint venture, if not shown in the joint venture agreement.
4. Any other documentation requested by County regarding the location from which the activities of the Vendor are directed, controlled, and coordinated.

By submitting this form, the Vendor certifies that if awarded a contract, it is the intent of the Vendor to remain at the Local Business Location address listed below (or another qualifying Local Business Location within Broward County) for the duration of the contract term, including any renewals or extensions. (If nonlocal Vendor, leave Local Business Location blank.)

**Indicate Local Business Location:**

**True and Correct Attestations:**

Any misleading, inaccurate, or false information or documentation submitted by any party affiliated with this procurement may lead to suspension and/or debarment from doing business with Broward County as authorized by

the Broward County Procurement Code. The Vendor understands that, if after contract award, the County learns that any of the information provided by the Vendor on this was false, and the County determines, upon investigation, that the Vendor's provision of such false information was willful or intentional, the County may exercise any contractual right to terminate the contract. The provision of false or fraudulent information or documentation by a Vendor may subject the Vendor to civil and criminal penalties.

AUTHORIZED SIGNATURE/NAME: **Erhabor Ighodaro**

TITLE: **COO**

VENDOR NAME: **Oracle Consulting Group**

DATE: **ighodaro2012@gmail.com**

Revised May 1, 2021



**Supplier: Oracle Consulting Group**

**SUBCONTRACTORS/SUBCONSULTANTS/SUPPLIERS REQUIREMENT  
Request for Proposals, Request for Qualifications, or Request for Letters of Interest**

The following forms and supporting information (if applicable) should be returned with Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Failure to timely submit may affect Vendor's evaluation.

- A. The Vendor shall submit a listing of all subcontractors, subconsultants and major material suppliers (firms), if any, and the portion of the contract they will perform. A major material supplier is considered any firm that provides construction material for construction contracts, or commodities for service contracts in excess of \$50,000, to the Vendor.
- B. If participation goals apply to the contract, only non-certified firms shall be identified on the form. A non-certified firm is a firm that is not listed as a firm for attainment of participation goals (ex. County Business Enterprise or Disadvantaged Business Enterprise), if applicable to the solicitation.
- C. This list shall be kept up-to-date for the duration of the contract. If subcontractors, subconsultants or suppliers are stated, this does not relieve the Vendor from the prime responsibility of full and complete satisfactory performance under any awarded contract.
- D. After completion of the contract/final payment, the Vendor shall certify the final list of non-certified subcontractors, subconsultants, and suppliers that performed or provided services to the County for the referenced contract.
- E. The Vendor has confirmed that none of the recommended subcontractors, subconsultants, or suppliers' principal(s), officer(s), affiliate(s) or any other related companies have been debarred from doing business with Broward County or any other governmental agency.

If none, check the box below on this form. Use additional copies of this form(s) in Periscope S2G, if needed.

None -

- 1. Subcontracted Firm's Name:  
Subcontracted Firm's Address:  
Subcontracted Firm's Telephone Number:  
Contact Person's Name and Position:  
Contact Person's E-Mail Address:  
Estimated Subcontract/Supplies Contract Amount:  
Type of Work/Supplies Provided:
- 2. Subcontracted Firm's Name:  
Subcontracted Firm's Address:  
Subcontracted Firm's Telephone Number:  
Contact Person's Name and Position:  
Contact Person's E-Mail Address:  
Estimated Subcontract/Supplies Contract Amount:  
Type of Work/Supplies Provided:
- 3. Subcontracted Firm's Name:  
Subcontracted Firm's Address:

Subcontracted Firm's Telephone Number:  
Contact Person's Name and Position:  
Contact Person's E-Mail Address:  
Estimated Subcontract/Supplies Contract Amount:  
Type of Work/Supplies Provided:

4. Subcontracted Firm's Name:  
Subcontracted Firm's Address:  
Subcontracted Firm's Telephone Number:  
Contact Person's Name and Position:  
Contact Person's E-Mail Address:  
Estimated Subcontract/Supplies Contract Amount:  
Type of Work/Supplies Provided:

**I certify that the information submitted in this report is in fact true and correct to the best of my knowledge.**

**Erhabor Ighodaro**  
**Authorized Signature/Name**

**COO**  
**Title**

**Oracle Consulting Group**  
**Vendor Name**

**ighodaro2012@gmail.com**  
**Date**

Revised 11/24/2021

**Supplier: Oracle Consulting Group**

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**CRIMINAL HISTORY SCREENING PRACTICES CERTIFICATION FORM**

The completed and signed form should be returned with Vendor's submittal. If Vendor does not provide it with the submittal, Vendor must submit the completed and signed form within three business days after County's request. Vendor shall be deemed nonresponsive for failure to fully comply within stated timeframes.

Section 26-125(d) of the Broward County Code of Ordinances ("Criminal History Screening Practices") requires that a Vendor seeking a contract in the amount of \$100,000 or more with Broward County shall certify that it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position. The requirement in the preceding sentence shall apply only to positions located within the United States that will foreseeably perform work under a contract with Broward County. The failure of Vendor to comply with Section 26-125(d) at any time during the contract term shall constitute a material breach of the contract, entitling Broward County to pursue any remedy permitted under the contract and any other remedy provided under applicable law. If Vendor fails to comply with Section 26-125(d) at any time during the contract term, Broward County may, in addition to all other available remedies, terminate the contract and Vendor may be subject to debarment or suspension proceedings consistent with the procedures in Chapter 21 of the Broward County Administrative Code.

By signing below, Vendor certifies that it is aware of the requirements of Section 26-125(d), Broward County Code of Ordinances, and certifies the following: (check only one below).

Vendor certifies that, for positions located within the United States that will foreseeably perform work under a contract with Broward County, it has implemented, or will implement upon award of the contract, policies, practices, and procedures regarding inquiry into the criminal history of an applicant for employment, including a criminal history background check of any such person, that preclude inquiry into an applicant's criminal history until the applicant is selected as a finalist and interviewed for the position.

Vendor is exempt from the requirements of Section 26-125(d) of the Broward County Code of Ordinances because Vendor is required by applicable federal, state, or local law to conduct a criminal history background check in connection with potential employment at a time or in a manner that would otherwise be prohibited by this section, or because Vendor is a governmental agency.

AUTHORIZED SIGNATURE/ NAME: **Erhabor Ighodaro**

VENDOR NAME: **Oracle Consulting Group**

TITLE: **COO**

DATE: **ighodaro2012@gmail.com**

Revised June 17, 2022

**Supplier: Oracle Consulting Group**

**SCRUTINIZED COMPANIES LIST REQUIREMENT CERTIFICATION**

The completed and signed form(s) should be returned with the Vendor's submittal. If not provided with submittal, the Vendor must submit within three business days of County's request. Vendor may be deemed non-responsive for failure to fully comply within stated timeframes.

Any company, principals, or owners on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List is prohibited from submitting a response to a solicitation for goods or services in an amount equal to or greater than \$1 million.

The Vendor, by virtue of the signature below, certifies that:

- a. The Vendor, owners, or principals are aware of the requirements of Sections 287.135, 215.473, and a. 215.4725 Florida Statutes regarding Companies on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and
- b. The Vendor, owners, or principals, are eligible to participate in this solicitation and are not listed on either the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List; and
- c. If awarded the Contract, the Vendor, owners, or principals will immediately notify the County in writing if any of its principals are placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or the Scrutinized Companies that Boycott Israel List.

**Erhabor Ighodaro**  
**Authorized Signature/Name**

**COO**  
**TITLE**

**Oracle Consulting Group**  
**Vendor Name**

**ighodaro2012@gmail.com**  
**DATE**

Revised May 1, 2021

## Supplier: Oracle Consulting Group

### Security Requirements

#### A. General Security Requirements and Criminal Background Screening:

1. All contractor and sub-contractor personnel requiring unescorted access to Broward County facilities must obtain a County issued contractor identification badge (contractor ID badge); except as specifically stated herein.
2. The background screening requirements for obtaining a contractor ID badge will depend on the facility to which unescorted access is being requested. Contract Administrators or designees and contractors may contact Broward County Security at (954) 357-6000 or [FMsecurity@broward.org](mailto:FMsecurity@broward.org) for the required background screening requirements associated with access to specific facilities. Contract Administrators will communicate all current and appropriate requirements to the contractor and sub-contractor throughout the contract period.

#### B. General Facilities:

1. Contractor and sub-contractor personnel servicing and requiring unescorted access to General Facilities must have a County issued contractor ID badge (contractor ID badge) which will be the responsibility of the contractor to obtain. Depending upon the request, the badge may carry electronic access privileges. The badge must be visible and worn at all times together with the contractor's company/business contractor ID badge. Similar to employee security/ID badges, requests for contractor ID badges are initially approved by the requesting agency director or designee and then submitted to Facilities Management Division (FMD) Security for final approval.
2. The issuance of a contractor ID badge for unescorted access to General Facilities requires a "Level 1" FDLE background check, which can be conducted by the Florida Department of Law Enforcement (FDLE). This "Level 1" FDLE background check is the contractor's responsibility and should be included in the bid price. FDLE background checks can be done by the contractor by phone at (850) 410-8109 or online at <https://web.fdle.state.fl.us/search/app/default>
3. Upon completion of the background check, the contractor must attach a copy of the results to the contractor's application for a contractor ID badge. The Project Manager or designee utilizing the service of the contractor will be the "Sponsor" and will either provide the contractor with a Contractor ID Badge Request or assist the contractor in completing an on-line application for the County issued contractor ID badge.
4. Requests for a contractor ID badge requiring an FDLE background check may require lengthy processing and review by the Broward Sheriff's Office (BSO). Contractors and subcontractors must therefore submit the request to Broward County Security at least two (2) weeks prior to the start of service by the contractor. When identification badges are ready, Broward County Security will contact the contractor to arrange pick up. Upon pick up, the applicant must present a valid Florida identification and must be accompanied by his or her supervisor. Broward County Security will then supply contractor ID badge valid for the anticipated period within which the work will be performed. The validity period must be clearly stated on the Contractor ID Badge Request Form; however, the period of validity will not exceed one (1) year. Background checks will be required for renewal of contractor ID badge. At the termination of the contract and separation of employee services, the contractor is responsible for the collection and return of all contractor ID badge to the Project Manager and/or to Broward County Security.
5. Compliance with the County's security requirements is part of the overall contract performance evaluation. Final payment will, in part, be contingent on the return of all contractor ID badges issued to contractor personnel.
6. Broward County Security is located at Governmental Center East, 115 South Andrews Avenue Fort Lauderdale, FL 33301. Telephone (954) 357-6000.
7. All contractors must wear distinctive and neat appearing uniforms with vendor's company name. Sub-contractor personnel must also have Broward County issued contractor IDs and meet the same security requirements and uniform standards as the primary contractor.

8. Contractors will not be allowed unescorted on the job site without proper County issued contractor ID badges.

**C. Facilities Critical to Security and Public Safety:**

Many Broward County government facilities will have areas designated as critical to security and public safety, pursuant to Broward County Ordinance 2003-08 Sections 26-121 and 26-122, as may be amended. The issuance of a contractor ID badge for unescorted access to facilities critical to security and public safety may entail a comprehensive statewide and national background check. Unescorted access to certain facilities occupied by the Broward Sheriff's Office (BSO) and the State Attorney's Office will require a national fingerprint-based records check per the Criminal Justice Information System (CJIS) policy. A contractor employee found to have a criminal record consisting of felony conviction(s) shall be disqualified from access to the State Attorney's Offices and certain BSO facilities. A contractor employee with a record of misdemeanor offense(s) may be granted access if the System Security Officer (CSO), Terminal Access Coordinator (TAC), and FDLE determines that the nature of the offense(s) do not warrant disqualification. Applicants shall also be disqualified on the basis of confirmations that arrest warrants are outstanding for such applicants.

**D. Contractor Work Crews:**

Background investigations are generally not required for each member of a contractor work crew working on county premises and outside a building or structure. Examples are landscape crews and roofers. If it is necessary to enter the building or structure unescorted, these work crew members should obtain a contractor ID badge. If not, work crew members must be escorted at all times by the project manager, or designee, and must be under the direct supervision of a foreperson for the contractor. The foreperson must be aware of the crew members' whereabouts, has completed the appropriate background check for the location and type of work being undertaken, and has been issued and is displaying a contractor ID badge.

All members of a night cleaning crew must complete a background investigation appropriate to the requirements of the facility and so should all work crew members not escorted when working at a critical county facility.

Notwithstanding, the using agency is best positioned and suited to determine the safeguards and requirements that should be in place to manage the risks and consequences associated with the roles and activities of contractor, subcontractor, and work crews, when requesting a contractor ID badge. The agency is aware of the characteristics of the client population being served by the classes of persons, the need to safeguard high-value assets, and the requirement to comply with all statutory requirements governing background investigations.

**E. Other Vendors:**

Consultants, delivery personnel, and vending machine operators, without a County issued contractor badge, may obtain a Visitor pass and should be escorted by County personnel when accessing and working in designated non-public and employee work areas at both general facilities and facilities critical to security and public safety.

**F. Port Everglades Locations:**

The Port Everglades Department requires persons to present, at port entry, a valid driver's license, and valid reason for wishing to be granted port access in order to obtain a temporary/visitor ID badge. For persons who will visit the Port more than 15 times in a 90-day period, a permanent identification badge must be obtained and paid for by the contractor for all employees, subcontractors, agents and servants visiting or working on the port project. A restricted access badge application process will include fingerprints and a comprehensive background check. Badges must be renewed annually and the fees paid pursuant to Broward County Administrative Code, Section 42.6. For further information, please call 954-765-4225.

1. All vehicles that are used regularly on the dock apron must have a Dockside Parking Permit. Only a limited number of permits will be issued per business entity. The fee is \$100.00 per permit/vehicle. Individuals requesting a permit must possess a valid Port- issued Restricted Access Area badge with a "Dock" destination. Requests for Dockside Parking Permits must be submitted in writing, on company letterhead, to the ID Badge Office. Applicants must demonstrate a need for access to the dock apron. Requests shall be investigated, and approved, if appropriate justification is provided. Supporting documentation

must be supplied, if requested. Dock permits are not transferable and must be affixed to the lower left corner of the permitted vehicle's windshield. Should the permit holder wish to transfer the permit to another vehicle during the term of issuance, the permit will be removed and exchanged at no charge for a new permit. Only one business entity representative will be permitted on the dock at a time at the vessel location.

2. The Federal Government has instituted requirements for a Transportation Worker Identification Credential (TWIC) for all personnel requiring unescorted access to designated secure areas within Port Everglades. The contractor will be responsible for complying with the applicable TWIC requirements. For further information, please call 1-855-347-8371, or go on line to <https://www.tsa.gov/for-industry/twic>.

**G. Airport Security Program and Aviation Regulations:**

1. Consultant/contractor shall observe all security requirements and other requirements of the Federal Aviation Regulations applicable to Consultant/contractor, including without limitation, all regulations of the United States Department of Transportation, the Federal Aviation Administration and the Transportation Security Administration. Consultant/contractor also agrees to comply with the County's Airport Security Program and the Restricted Area ("RA") Vehicle Access Program, and any amendments thereto, and to comply with such other rules and regulations as may be reasonably prescribed by the County, including any regulations pertaining to emergency response training, and to take such steps as may be necessary or directed by the County to insure that sub consultants/subcontractors, employees, invitees and guests of Consultant/contractor observe these requirements. If required by the Aviation Department, Consultant/contractor shall conduct background checks of its employees in accordance with applicable Federal Regulations. If as a result of the acts or omissions of Consultant/contractor, its sub consultants/subcontractors, employees, invitees or guests, the County incurs any fines and/or penalties imposed by any governmental agency, including without limitation, the United States Department of Transportation, the Federal Aviation Administration or the Transportation Security Administration, or any expense in enforcing any Federal regulations, including without limitation, airport security regulations, or the rules or regulations of the County, and/or any expense in enforcing the County's Airport Security Program, then Consultant/contractor agrees to pay and/or reimburse to County all such costs and expenses, including all costs of administrative proceedings, court costs, and attorney's fees and all costs incurred by County in enforcing this provision. Consultant/contractor further agrees to rectify any security deficiency or other deficiency as may be determined as such by the County or the United States Department of Transportation, Federal Aviation Administration, the Transportation Security Administration, or any other Federal agency with jurisdiction. In the event Consultant/contractor fails to remedy any such deficiency, the County may do so at the sole cost and expense of Consultant/contractor. The County reserves the right to take whatever action is necessary to rectify any security deficiency or other deficiency.

a) Access to Security Identification Display Areas and Identification Media.

Consultant/contractor shall be responsible for requesting the Aviation Department to issue Airport Issued Identification Media to all employees who are authorized access to Security Identification Display Areas ("SIDA") on the Airport, as designated in the Airport Security Program. In addition, consultant/contractor shall be responsible for the immediate reporting of all lost

or stolen Airport Issued Identification Media and the immediate return of the media of consultant/contractor's personnel transferred from the Airport, or terminated from the employ of the consultant/contractor, or upon termination of this Agreement. Before an Airport Issued Identification Media is issued to an employee, consultant/contractor shall comply with the requirements of applicable Federal regulations with regard to fingerprinting for criminal history record checks and security threat assessments, and shall require that each employee complete security training programs conducted by the Aviation Department. The consultant/contractor shall pay or cause to be paid to the Aviation Department such charges as may be established from time to time for lost or stolen Airport Issued Identification Media and those not returned to the Aviation Department in accordance with these provisions. The Aviation Department shall have the right to require the consultant/contractor to conduct background investigations

and to furnish certain data on such employees before the issuance of Airport Issued Identification Media, which data may include the fingerprinting of employee applicants for such media.

- b) Operation of Vehicles on the RA: Before the consultant/contractor shall permit any employee of consultant/contractor or of any subconsultant/subcontractor to operate a motor vehicle of any kind or type on the RA (and unless escorted by an Aviation Department approved escort), the consultant/contractor shall ensure that all such vehicle operators possess current, valid, and appropriate Florida driver's licenses. In addition, any motor vehicles and equipment of consultant/contractor or of any subconsultant/subcontractor operating on the RA must have an appropriate vehicle identification permit issued by the Aviation Department, which identification must be displayed as required by the Aviation Department.
- c) Consent to Search/Inspection: The consultant/contractor agrees that its personnel, vehicles, cargo, goods and other personal property are subject to being inspected and searched when attempting to enter or leave and while on the RA. The consultant/contractor further agrees on behalf of itself and its subconsultant/subcontractors, that it shall not authorize any employee or other person to enter the RA unless and until such employee or other person has executed a written consent-to-search/inspection acceptable to the Aviation Department. Consultant/contractor acknowledges and understands that the foregoing requirements are for the protection of users of the Airport and are intended to reduce incidents of cargo tampering, aircraft sabotage, thefts and other unlawful activities at the Airport. For this reason, consultant/contractor agrees that persons not executing such consent-to-search/inspection shall not be employed by the consultant/contractor or by any sub consultant/subcontractor at the Airport in any position requiring access to the RA or allowed entry to the RA by the consultant/contractor or by any sub consultant/subcontractor.
- d) Consultant/contractor understands and agrees that if any of its employees, or the employees of any of its sub consultants/subcontractors, are required in the course of the work to be performed under this Agreement to access or otherwise be in contact with Sensitive Security Information ("SSI") as defined and construed under Federal law, that individual will be required to execute a Sensitive Security Information Non-Disclosure Agreement promulgated by the Aviation Department.
- e) The provisions hereof shall survive the expiration or any other termination of this Agreement.

#### **H. Water and Wastewater Services (WWS):**

1. Contractors/Consultants may receive a WWS ID Badge and/or Access Card and/or Keys while working at WWS facility work sites. These items provide modified access to certain areas and systems otherwise restricted to non-WWS employees and can only be obtained from the WWS Security Manager. These items may be rescinded at the discretion of the WWS Security Officer. The WWS ID Badge, Access Card and/or Keys remain the property of Broward County and must be returned to your WWS contact person at the end of the contract/project.
2. All contractors will complete and sign the WWS Contractor/Consultant Security Memorandum and provide a copy of their Driver's License to be recorded on Schlage Card Access System Profile.
3. A lost or stolen ID Badge and/or Access Card and/or Keys must be reported to the Security Manager immediately.
4. WWS may terminate access to any contractor who acts inappropriately while on County property and has the right to contact BSO if necessary, to have the contractor removed and/or file charges against them.

#### **I. Additional Security Requirements for Parks and Recreation:**

1. Contractor expressly understands and agrees that a duty is hereby created under this Contract that requires contractor to provide ongoing disclosure throughout the term of this



Contract as provided for herein relative to the criminal background screening required by this Section.

2. Contractor shall perform criminal background screening as identified in Item 3 below on its officers, employees, agents, independent contractors and volunteers who will be working under this contract in any County park ("collectively referred to as "County Park Property"). Further, if contractor is permitted to utilize subcontractors under this contract, contractor shall perform or ensure that the background screening as required in Item 3 below is conducted on any permitted subcontractor, which term includes the subcontractor's officers, employees, agents, independent contractors and volunteers who will be working under this contract on County Park property.
3. Contractor shall not permit any person who is listed as a sexual predator or sexual offender on the Florida Department of Law Enforcement, Sexual Offenders and Predators Website or the United States Department of Justice, National Sex Offender Public Website, to provide any services for contractor on County Park Property. All persons subject to the criminal background screening under this contract shall be rescreened annually based on the date of initial screening.
4. Contractor shall maintain copies of the results of the criminal background screening required by this Section for the term of this contract and promptly forward copies of same to County, upon its request.
5. Contractor shall be required to furnish to County's Parks and Recreation Project Manager, on a monthly basis, an Affidavit affirming the persons listed in the Affidavit have been background screened as required in Item 3 above and have been deemed eligible by contractor to work on County Park property. Contractor's monthly Affidavit shall update information from the previous Affidavit by reconfirming the status of persons who have previously been deemed eligible as provided for above and updating the list, when applicable, to specifically identify new persons providing services for contractor under this Contract who have been background screened as required in Item 3 above and deemed eligible to work on County Park Property. The Contract Administrator may, in his or her discretion, permit contractor to furnish the monthly Affidavit in an electronic format.
6. In the event contractor obtains, or is provided, supplemental criminal background information, including police reports and arrest information, which potentially disqualifies a person previously deemed eligible by contractor to provide services under this contract, contractor shall take immediate action to review the matter; however, during such review time and until a determination of eligibility is made by contractor based on the requirements of this Section, contractor shall immediately cease allowing the person to work on County Park Property. Additionally, contractor shall be required to inform any person background screened pursuant to this Section who is providing services under this contract, to notify contractor within forty-eight (48) hours of any arrest related to sexual misconduct which has occurred after the person was deemed eligible to work on County Park Property.
7. Contractor shall, by written contract, require its permitted subcontractors to agree to the requirements and obligations of this Section.
8. County may terminate this contract immediately for cause, with Notice provided to contractor, for a violation related to contractor's failure to perform the required background screening on its officers, employees, agents, independent contractors and volunteers who will be working under this Agreement on County Park Property. County may also terminate this contract immediately for cause, with Notice provided to contractor, if County determines contractor failed to ensure that its permitted subcontractors, as defined in Item 2 above, have been background screened as required in this section prior to performing any services under this Agreement on County Park Property. Contractor will not be subject to immediate termination in the event County determines a violation of this Section was outside the reasonable control of contractor and contractor has demonstrated to County compliance with the requirements of this Section.
9. County may terminate this contract for cause if contractor fails to provide the monthly Affidavit to County as provided for under Item 5 above, and contractor does not cure said breach within five (5) days of Notice provided to contractor.

Revised May 1, 2021

## Supplier: Oracle Consulting Group

### Summary of Vendor Rights Regarding Broward County Competitive Solicitations

The purpose of this document is to provide vendors with a summary of their rights to object to or protest a proposed award or recommended ranking of vendors in connection with Broward County competitive solicitations. These rights are fully set forth in the Broward County Procurement Code, available here: <https://www.broward.org/purchasing>.

#### 1. Right to Object

For Requests for Proposals (RFP), Requests for Qualifications (RFQ) or Requests for Letters of Interest (RLI), vendors may object in writing to a proposed recommendation of ranking made by an Evaluation Committee. Objections must be filed within three (3) business days after the proposed recommendation of ranking (if applicable) is posted on the Purchasing Division's website. The written objection must comply with the requirements stated in Section 21.42(h) of the Procurement Code. Failure to timely and fully meet any requirement will result in the loss of a right to object.

#### 2. Right to Protest

For Invitations to Bid (ITBs), RFP, RFQ, and RLIs, vendors may protest the specifications or requirements of a solicitation (or of any addenda). Protests must be received in writing by the Director of Purchasing within five (5) business days after the applicable solicitation (or addenda) is posted on the Purchasing Division's website.

For ITBs, vendors may protest a recommendation for award made by the Broward County Purchasing Division. For RFPs, RFQs, and RLIs, vendors may protest a final recommendation of ranking made by an Evaluation Committee. In all cases, protests must be filed in writing within five (5) business days after a recommended ranking or recommendation for award is posted on the Purchasing Division's website.

Any protest must comply with requirements stated in Part X of the Procurement Code, including a filing fee (if applicable). Failure to timely and fully meet any requirement will result in a loss of protest rights.

Vendors may appeal the denial of a protest. Section 21.81 of the Procurement Code identifies all other matters that may be appealed. Appeals may require payment of an appeal bond. Appeals must comply with requirements stated in Part XII of the Procurement Code. Failure to timely and fully meet any requirement will result in a loss of appeal rights.

#### Cone of Silence:

The Board of County Commissioners recently updated provisions of the Cone of Silence Ordinance, Section 1-266, of the Broward County Code of Ordinances, effective as of April 1, 2022.

The County's Cone of Silence Ordinance prohibits all communications, oral or written, relating to a competitive solicitation among vendors/vendor representatives, County Staff, and Commissioner Offices while the cone is in effect. Communications with Purchasing Division employees, the solicitation's designated Project Manager(s) or designee(s), the Office of Economic and Small Business (OESBD) Small Business Development Specialist Supervisor (954-357-6400), and others as specifically identified in the Cone of Silence Ordinance are permitted. Additionally, communication is permitted at pre-bid conferences and negotiation meetings, as applicable.

The Cone of Silence begins upon the advertisement of an ITB, RFP, RFQ, or RLI. The Cone of Silence terminates when the solicitation is awarded, all responses are rejected, or the Board takes other action which ends the solicitation.

Any violations of the Code of Silence Ordinance by any vendor/vendor representative, may be reported to the County's Professional Standards/Human Rights Section. If the County's Professional Standards/Human Rights Section determines that a violation has occurred, a fine shall be imposed as provided in the Broward County Code of Ordinances. At the sole discretion of the Broward County Board of County Commissioners, a violation may void an award of the applicable competitive solicitation.

Review the Cone of Silence Ordinance, Section 1-266 of the Broward County Code of Ordinances, for more detailed information.

Updated: April 1, 2022