



Cleaning Policy and Procedures

Created: March 2020

Reviewed: Summer 2022

Review by: Summer 2024



Statement of Intent

Under the Workplace (Health, Safety and Welfare) Regulations 1992 (as amended), the adequate cleaning of work premises is a legal requirement. This policy is designed to manage the cleaning and maintenance of St Mary's Catholic High School.

Staff, pupils and parents have the right to expect a clean and safe environment. The governing board is dedicated to ensuring the highest possible standards of cleanliness. Cleanliness contributes to the provision of a pleasant environment for pupils and staff, minimises the spread of infections and reduces the risk of infestations.

The main objectives of the cleaning policy are to:

- Enhance the appearance of the school, ensuring a healthy and productive learning environment.
- Control the spread of infection.
- Reduce the risk of slips, trips and falls.
- Assist in the maintenance of machinery.
- Protect school property including fabrics, fixtures and fittings.
- Ensure warranties are not invalidated.

This policy will be distributed to all cleaners working at the school when they begin their employment. It must not be viewed as a final job description; all cleaning staff can be called upon by their supervisor to undertake additional tasks within their competence.

Legislative Framework

This policy has due regard to legislation and guidance including, but not limited to, the following:

- The Health and Safety at Work etc. Act 1974
- The Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
- The School Premises (England) Regulations 2012
- The Manual Handling Operation Regulations 1992 (as amended)
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- The Provision and Use of Work Equipment Regulations 1998
- (DfE) 'Advice on standards for school premises' 2015
- This policy will be implemented in conjunction with the school's:
- Health and Safety Policy
- First Aid Policy
- COSHH Policy
- COSHH Risk Assessment
- First Aid Risk Assessment

Employer's Duties

The employer has a duty to provide:

- A cleaning schedule that meets the statutory requirement for a clean and safe working environment.
- Appropriate training for staff.
- Additional training in the handling of cleaning chemicals and dangerous substances.
- Data sheets in line with the Control of Substances Hazardous to Health (COSHH) Regulations 2002.
- Appropriate protective clothing.
- Personal protective equipment (PPE)
- All equipment required to meet the requirements of the cleaning schedule.
- Secure storage for cleaning materials and equipment.
- Employees' duties
- Employees have a duty to:
- Work to the standards outlined in the cleaning schedule.

- Attend appropriate training as required.
- As necessary, wear any personal protective equipment (PPE) provided by the employer.
- Report incidents to the Site Supervisor as soon as possible.
- Cleaning standards
- Cleaning standards will be established in the cleaning schedule. This will establish the quality of cleanliness required and the legal requirements for compliance with health and safety regulations.
- The cleaning schedule will outline the degree of cleaning appropriate to each area of the school, which may include:
 - Non-complex but labour-intensive cleaning (such as in classrooms and corridors).
 - Specialised cleaning of surfaces (such as high-storey windows and air conditioning ducts).
 - High-level cleaning and dust control (such as in kitchens, food technology classrooms, gymnasiums and computer rooms).
 - The sterilisation of surfaces and instruments (such as in science laboratories and medical rooms).
 - To ensure quality, when inviting contractors to tender for cleaning work, the school will request the following for comparison:
 - The number of staff that will be employed on site
 - The length of time the specified cleaning will take
 - The recruitment methods used
 - Types and levels of staff training, supervision and PPE
 - The supplier's health and safety policy
 - Details of the equipment and supplies to be used, and whether these are included in the price
 - The extent of the contractor's insurance cover
 - References from two similar clients
 - Work schedules
 - The cleaning schedule will ensure that:
 - Daily requirements are completed; these include the daily emptying of rubbish bins and the cleaning of changing rooms, washrooms and corridors/walkways.
 - Weekly requirements are completed; these include the vacuuming of all carpets.
 - Monthly requirements are completed; these include the deep cleaning of sanitary ware, and external window cleaning.

- High level cleaning is completed in 6-12 week cycles; these include the dusting of venetian blinds, carpets and fabric cleaning, and the deep cleaning of kitchens and equipment.

Work method statements

Work method statements provide instructions to cleaning staff; they will include the following:

- What is to be cleaned
- The frequency of cleaning
- The method of cleaning
- The expected time required
- The expected quality of outcomes
- Any restrictions imposed
- The equipment to be used – outlining who will provide and maintain it
- Any materials and chemicals to be used
- Details of any risks associated with the tasks
- Any safety precautions that must be adopted, including the use of PPE and emergency procedures
- If work method statements are not adhered to, it may cause manufacturers' or suppliers' warranties to be invalidated.
- Work method statements should be made available to all cleaning staff.
- Cleaning procedures
- Cleaning staff should always:
 - Work from the cleanest area to the dirtiest area.
 - Refer to manufacturers' instructions.
 - Use safe and appropriate equipment.
 - Ensure equipment is clean and dry before starting a task.
 - Plan their work route.
 - Use hazard warning signs when the cleaning involves wet floor surfaces.
 - Check all cleaning equipment for damage or wear.
 - Report any defective or damaged equipment to their supervisor.
 - Ensure all electrical equipment has been tested for safety.
 - Perform necessary safety checks.
 - Briefly test each machine after performing a safety check.
 - Ensure cables are kept behind machines and do not present trip hazards.
 - Avoid adjusting fittings on a machine that is plugged in.
 - Wear appropriate PPE at all times.
 - Ensure no mixing of cleaning agents.

- Ventilate any area where cleaning chemicals are being used.
- Add a cleaning agent to water, rather than adding water to the agent, to prevent the possibility of the agent being splashed into the eyes/onto skin.

Risk assessments

Health and safety risk assessments are a legal requirement. Risk assessments will be completed at the planning stage of all cleaning tasks, along with suitable work statements. The risk assessment will identify any risks or hazards that may be involved in the job.

All risk assessments should be reviewed annually to ensure that they still adequately control all risks involved.

The level of detail in a risk assessment should be proportionate to the risk.

Contracted employees must be provided with information on the risks they may be exposed to whilst working on the premises.

If a contractor's activities may introduce new risks to the school's staff, the business manager must be informed so that effective controls can be put in place.

Cleaning equipment

Cleaning staff will be provided with appropriate equipment to enable them to do their jobs effectively.

All cleaning equipment will be properly maintained in accordance with manufacturers' instructions.

Dirty and defective equipment will be disposed of in adherence with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013 (as amended in 2015).

Cleaning equipment will be kept in a secure, clean and tidy location.

Cleaning Stations are the responsibility of each cleaner and there will be a high expectation of cleanliness, stock levels and care of equipment.

COSHH

COSHH regulations are intended to protect individuals from hazardous substances.

Cleaning staff will understand that chemicals can be harmful and can enter the body through:

- Ingestion (eating and drinking).
- Inhalation (gases, sprays and dust).
- Absorption through the skin.

Staff will be trained to:

- Read container labels and note any risks.
- Understand that mixing chemicals is potentially dangerous.
- Use chemicals only for their intended purpose.
- Use PPE when handling chemicals.
- Store chemicals in accordance with manufacturers' recommendations.
- All cleaning chemicals will be labelled in accordance with Classification, Labelling and Packaging (CLP) regulations.

The school will be provided with data sheets from suppliers that detail:

- The proper use of a substance.
- Health risks and fire hazards.
- How to use, transport and store the substance.
- Emergency action and first-aid advice.
- Other information, such as waste disposal requirements.
- Where cleaning chemicals are being used, users of the building should be excluded from the immediate area whilst cleaning is in progress.
- Cleaning chemicals, cleaning products and equipment will only be used by trained individuals.

Reporting

- All accidents and incidents will be immediately reported to the business manager, who will follow the accident reporting procedure outlined in the school's Health and Safety Policy.

Storage areas

- Cleaning materials, equipment and chemicals will never be left unattended and will be locked away in secure cupboards when not in use.
- Pupils and unauthorised staff will not have access to the storage cupboard.

Use of containers

- Cleaning materials are commonly supplied in large containers and decanted into smaller containers for ease of use. Where cleaning agents are decanted, it must be safe to do so.
- Containers will be appropriately labelled (unlabelled containers will never be used).

- The re-use of bottles will be avoided, particularly those that had a different previous usage (i.e. drinks bottles) to avoid accidents.

Infection control

- To prevent an infection outbreak, higher standards of cleaning are essential in first aid rooms, kitchens and toilets, and following incidents involving bodily fluids.
- Areas of this nature require a deeper than usual level of cleaning whereby surfaces are rendered microbiologically sterile through disinfection.
- During an outbreak, cleaning standards may be increased in all areas of the school premises.

Hand washing

Cleaners play an important role in supporting effective hand washing by:

- Ensuring high standards of regular cleaning in toilets, bathrooms, and hand washing facilities.
- Ensuring that liquid soap and disposable hand towel dispensers are clean and well-stocked.
- Disposing of discarded towels.

Pest control

Cleaning staff will be trained to identify and report any signs of pests, including the following:

- Sightings
- Faeces and droppings
- Damage and gnaw marks to woodwork
- Holes in sacks and boxes
- Spillages around packages
- Feet and tail marks in dust
- Scratching or other noises

Effective pest control will be achieved by:

- Maintaining clean premises.
- Ensuring the appropriate storage of foodstuffs.
- Disposing of waste on a regular basis.
- Contracting a recognised pest controller to inspect the school on a regular basis.

Graffiti

- Graffiti in the form of lipstick or chalk marks will be removed with detergent.
- More problematic graffiti will be removed using paint removers, bleaching and, where necessary, overpainting.

Chewing gum

- The school operates a full ban on chewing gum. Gum solvent is available from chemical storage for use on fabrics and carpets.

Toilets

- Toilets, washrooms and showers will be kept clean and free from dirt at all times.
- Cleaners will also be required to empty bins and replenish items such as toilet paper, soaps and towels.
- Sanitary disposal units are provided in toilets for girls aged eight and over, and in facilities used by female staff members or visitors. Cleaners are required to replenish and dispose of sanitary products.
- Cleaners will report cracks, leaks and broken surfaces to the site supervisor as soon as possible.

Kitchens

The school will ensure high levels of cleanliness in any kitchen environment. Surfaces where food is handled must be maintained in a good condition. They must be easy to clean and disinfect. They must also be made of materials that are smooth, washable, corrosion resistant and non-toxic.

LCC Catering staff are responsible for the cleaning of the school kitchen and dining tables and for spot mopping after service in the dining rooms.

A cleaning schedule will list daily, weekly, monthly and annual cleaning tasks for dining areas.

Food Technology areas are the responsibility of the curriculum leader. Children are taught to clean work surfaces and sinks after use. Cleaning staff will be expected to ensure all kitchen areas and appliances are in a suitable clean condition.

Mops, buckets, reusable gloves and cloths will be colour coded or otherwise labelled to ensure that equipment used in the kitchen is never used elsewhere in the school.

Mops, sponges and kitchen cloths should be kept clean and regularly replaced.

Cleaning staff should take adequate precautions to prevent any contamination of foodstuffs by chemicals. Chemicals will be stored separately from food in a clearly labelled, locked cupboard. Manufacturers' instructions must always be followed.

Areas of damp, chipped plaster, broken tiles or chipped work surfaces should be reported to the site supervisor as soon as possible.

Computer equipment

When cleaning computers, staff should:

- Use a vacuum to remove dirt, dust and hair from around the computer, on the casing and on the keyboard.
- Turn off the computer before cleaning.
- Be careful not to adjust any controls or disconnect any leads.

When cleaning computers, staff should never:

- Cause any component inside the computer to become damp or wet.
- Vacuum the inside of a computer.
- Spray or squirt any liquid onto or into computer equipment.

Carpets

To avoid dirt being transferred to carpets, barrier matting is placed for six to nine steps at all significant entrances to the building.

Work method statements for carpet cleaning will depend on levels of footfall and occupancy. The basic requirement is thorough daily vacuuming to remove loose soil and debris and reduce pile crushing.

Where necessary, immediate spot cleaning of spillages, chewing gum/blu tak removal will take place to ensure care of school site.

Dust bags will be changed when they are two-thirds full.

Where appropriate, wet extraction cleaning will take place every 6-12 months as per the method statement.

Windows

High level window cleaning will be undertaken by an external contractor.

- The school will conduct a risk assessment to ensure that all legal duties are being met.
- The school and the contractor will ensure that employees have due regard to the school's Working at Heights Policy.
- A Working at Heights Risk Assessment is in place for all window cleaning.

First aid

First aid support will be called for in all instances where a member of staff or pupil inhales fumes from, ingests or comes into contact with a toxic cleaning substance.

If a corrosive cleaning agent is inhaled by a member of staff, staff should:

- Immediately move the person to an area with fresh air.
- Rinse the affected person's nose and mouth with water.
- Call for medical attention if any discomfort continues.
- If a child is involved, seek medical assistance in every instance.
- If a corrosive cleaning agent is ingested, staff should:
 - Immediately remove the victim from the source of exposure.
 - Call for medical attention.
 - Rinse the affected person's mouth thoroughly.
 - Get them to drink plenty of water.
- If a corrosive cleaning agent comes into contact with a person's skin, staff should:
 - Remove the affected person from the source of contamination.
 - Remove any contaminated clothing.
 - Wash the skin with soap and water.
 - Call for medical attention if the irritation persists after washing.
 - If a child is involved, seek medical assistance in every instance.

Slips and falls

- Spillages will be immediately addressed and treated as a priority.
- Staff will use warning signs or prevent access to any floor surface that poses slipping hazards, no matter how minor.
- Cleaning staff will wear appropriate footwear with adequate grip.

Personal protective equipment (PPE)

PPE includes uniforms, safety shoes and equipment such as gloves and goggles.

All cleaning staff will be issued adequate PPE and will be reminded of their responsibilities, including:

- Only using the PPE provided at work.
- Proper use of PPE.
- Regularly inspecting PPE.

Powered equipment

Cleaning staff will be trained to check and maintain electrical equipment, including the following:

- Performing visual checks to identify damage
- Checking the condition of plugs and cables
- Removing defective equipment from use and labelling it as 'out of order'
- Ensuring power cables are a suitable length
- Ensuring power cables are not strained during use
- Cleaning equipment after use

Measuring performance

- The site supervisor is responsible for the continuous monitoring of school cleaners' performance.
- The site supervisor will respond promptly to any reports or complaints of inadequate cleaning standards.
- The site supervisor will carry out occasional no-notice inspections to monitor if the work schedule is being followed.

Training

- Cleaning staff will be appropriately trained and supervised.
- Training will be conducted in-house and obtained from a number of external providers.
- New staff will be given induction training, which will include all the information needed to safely and effectively begin their duties.
- All cleaning staff will be trained in the school's health and safety procedures and arrangements, prior to beginning work.

Health and safety training will include the following:

- Manual handling
- The safe use of equipment and PPE
- COSHH regulations and handling chemicals
- Fire safety arrangements
- Working at height
- Lone working
- Emergency procedures
- Supervisory staff will undertake formal training as necessary.
- All staff training will be recorded, with particular emphasis placed on COSHH, manual handling, working at height and lone working.

- Training programmes will be backed by appropriate supervision systems to ensure
- cleaning is undertaken to the expected standards.

Productivity

The business manager is responsible for ensuring cleaning staff meet the expected standards of productivity.

When determining expected standards, the following factors will be taken into account:

- The standard of cleanliness required
- The composition of floor surfaces
- The density of areas
- The quality of surfaces

Assisting cleaning staff

- All school staff are required to help keep the school clean and tidy. School staff should liaise with cleaning staff to ensure that chairs are stacked or placed on top of desks at the end of the school day.
- School staff can also assist cleaning staff by ensuring that litter is picked up and by reminding pupils of the need to keep the school clean and tidy.

Environmentally friendly cleaning

The school ensures that cleaning services are environmentally friendly by:

- Avoiding the use of toxic chemicals in cleaning products.
- Using biodegradable products whenever possible.
- Ensuring cleaning products are procured from sustainable sources.
- Supporting waste recycling and minimal waste schemes.

School cleaning schedule

Location	Description	Frequency	Action
Entrances, hallways and corridors	These areas are generally the first areas seen by anybody visiting the school including pupils and staff members. They create a first impression.	Daily	<ul style="list-style-type: none"> • Sweep • Vacuum • Mop • Remove chewing gum, where possible • Remove marks from carpet • Clean entrance door glass
		Weekly	<ul style="list-style-type: none"> • Dust tops of lockers/cabinets • Clean glass partitions, display cases and interior door glass • Spot-clean finger marks from surfaces • Dust furniture • Polish floors in non-carpeted areas
		Monthly	<ul style="list-style-type: none"> • Dust vents, lights, pipes, window blinds, door frames • High dust areas above five feet • Remove large amounts of chewing gum
Classrooms and laboratories	In addition to cleaning and sanitising, it is the cleaner's responsibility to check for burned out light bulbs on a daily basis. Laboratories can pose hazards and care should be taken in situations where specialist equipment is present.	Daily	<ul style="list-style-type: none"> • Empty bins • Vacuum high traffic areas • Spot clean soiled areas of carpet • Dry mop tiled floors • Wet mop tiled floors • Clean glass in doors and partitions • Clean sinks and taps • Damp clean desk tops paying attention to high traffic areas
		Weekly	<ul style="list-style-type: none"> • Dust furniture surfaces • Damp clean table legs and chairs • Vacuum all carpeted areas • Clean door surfaces
		Fortnightly	<ul style="list-style-type: none"> • Polish floors in non-carpeted areas
		Monthly	<ul style="list-style-type: none"> • Dust vents, lights, pipes, window blinds, door frames • High dust areas above five feet

Location	Description	Frequency	Action
			<ul style="list-style-type: none"> • Vacuum upholstered furniture
Offices, library and media centre	In addition to cleaning and sanitising, it is the cleaner's responsibility to check for burned out light bulbs on a daily basis.	Daily	<ul style="list-style-type: none"> • Empty bins • Vacuum high traffic areas • Spot clean soiled areas of carpet • Damp clean desk and table tops • Dry mop tiled floors • Wet mop tiled floors • Clean glass in doors and partitions
		Weekly	<ul style="list-style-type: none"> • Damp dust furniture surfaces • Damp clean desk and table tops • Vacuum all carpeted areas • Clean door surfaces
		Monthly	<ul style="list-style-type: none"> • Dust vents, lights, pipes, window blinds, door frames • High dust areas above five feet
Lavatories, showers and changing rooms	These are high traffic areas and require regular disinfecting.	Daily	<ul style="list-style-type: none"> • Empty bins • Thoroughly clean and disinfect toilets and urinals • Thoroughly clean and disinfect shower rooms and changing rooms • Restock dispensers • Clean mirrors • Clean sinks • Polish stainless steel and chrome surfaces • Spot wash walls, lockers and partitions • Dry mop floors • Wet mop floors with disinfectant
		Weekly	<ul style="list-style-type: none"> • Damp clean and polish partitions thoroughly • Dust walls and ceiling vents • Clean doors and wall tiles • Check drains and clean if necessary
		Twice monthly	<ul style="list-style-type: none"> • Descale fixtures • Scrub floors
Food preparation and lunch areas	These are high traffic areas where food is eaten and, as	Daily	<ul style="list-style-type: none"> • Disinfect table tops • Empty bins

Location	Description	Frequency	Action
	such, require regular disinfecting.		<ul style="list-style-type: none"> • Dry mop floors • Wet mop floors • Vacuum carpets and mats • Disinfect drinking fountains
		Weekly	<ul style="list-style-type: none"> • Clean glass partitions, display cases and interior door glass • Spot clean walls • Dust furniture and fire extinguishers • Polish floors in non-carpeted areas
		Fortnightly	<ul style="list-style-type: none"> • Dust vents, lights, pipes, window blinds and door frames • High dust areas above five feet
		Monthly	<ul style="list-style-type: none"> • Thoroughly clean furniture
Workshops	These areas contain machinery and equipment and safety precautions should be taken when cleaning.	Daily	<ul style="list-style-type: none"> • Empty bins • Dry mop or sweep floors • Wet mop areas that require it
		Fortnightly	<ul style="list-style-type: none"> • Dust windowsills and ledges • Spot clean walls
		Monthly	<ul style="list-style-type: none"> • Mop floors with detergent solution • Polish floors
Gym, hall and sports hall	In addition to cleaning and sanitising, it is the cleaner's responsibility to check for burned out light bulbs on a daily basis.	Daily	<ul style="list-style-type: none"> • Empty bins • Dry mop and spot clean floors using recommended solution • Clean glass in doors and partitions • Vacuum high traffic carpeted areas • Dust furniture • Dry mop and wet mop tiled floors • Spot clean walls and remove any graffiti
		Weekly	<ul style="list-style-type: none"> • Clean floor surface with cleaning machine • Vacuum carpeted areas thoroughly • Clean door surfaces • Vacuum upholstered furniture • Clean and polish brass or chrome • Remove scuff marks from floors

Location	Description	Frequency	Action
		Monthly	<ul style="list-style-type: none"> • Dust vents, lights, pipes, window blinds, door frames • High dust areas above five feet • Dust basketball back boards
		Annually	<ul style="list-style-type: none"> • Reseal floor using manufacturer's recommended products

Cleaning risk assessment

Risk assessment for: Cleaning of the school and school site		
School name: St Mary's Catholic High School	Assessment by: Louise Martin	Date: 13/07/2022
1st review date due: 13/07/2024	Approval by: Phil Thompson	Date: 13/07/2022

Hazard/ Risk	Who might be harmed?	How might they be harmed?	What are the normal control measures?	What, if any, further measures are required?	By whom?	By when?	Date completed
Use of electrical equipment	Cleaning staff, colleagues, children, visitors	Electrical shock, burns, fire Power leads present a tripping hazard (cuts/ abrasions, muscular, skeletal and other physical injuries)	<ul style="list-style-type: none"> • Users conduct a pre-use check of equipment. • Electrical equipment is subject to regular safety inspection and testing ('PAT testing'). • Extension leads and adaptors are used only where necessary – keeping trailing leads to a minimum. • The nearest available socket is always used. • Mains powered portable equipment is protected by a RCD (Residual Current Device) in higher risk situations, e.g. equipment used outside or in wet conditions, and for equipment where there is a risk of cables being severed. • There is a system in place for reporting faults and removing faulty/out-of-date equipment. 		User	Before Use	

Hazard/ Risk	Who might be harmed?	How might they be harmed?	What are the normal control measures?	What, if any, further measures are required?	By whom?	By when?	Date completed
Exposure to diseases	Cleaning staff, colleagues, children, visitors	Disease/ infections	<ul style="list-style-type: none"> • Potentially hazardous waste, such as vomit and bodily fluids, is disposed of correctly and contaminated surfaces are properly disinfected. • Disposable gloves and aprons are used for all activities that may result in contamination of clothing with blood, bodily fluids or faeces. • The gloves and aprons are 'double bagged' and disposed of appropriately after a single use. • Regular waste collections are scheduled for clinical waste. • Adequate provision for hand washing (soap, hot water) is readily available. • All wounds on exposed skin are suitably covered. 				
Slips trips and falls	Cleaning staff, colleagues, children, visitors	Cuts/abrasions, muscular, skeletal and other physical injuries	<ul style="list-style-type: none"> • All spillages are dealt with immediately. • Wet floor signs are used when appropriate. • Floors are dry mopped after cleaning up initial spillage. • Appropriate footwear is worn at all times. • Pupils, staff and visitors are kept away from spillage areas during cleaning. • There is adequate external lighting during working hours. 				

Hazard/ Risk	Who might be harmed?	How might they be harmed?	What are the normal control measures?	What, if any, further measures are required?	By whom?	By when?	Date completed
Use of cleaning chemicals/ detergents	Cleaning staff, colleagues, children, visitors	Irritation/harm to eyes, nose and upper respiratory tract Skin sensitisation/ disorders	<ul style="list-style-type: none"> • Less hazardous chemicals are used wherever possible. • Data sheets for substances are obtained from suppliers and any guidance is followed. • COSHH assessments are completed for all hazardous chemicals and control measures implemented. • Appropriate personal protective equipment (e.g. gloves, goggles, etc.) is provided and worn where identified in a COSHH assessment. • Chemicals are stored appropriately, and access is restricted when in use. Activities are undertaken outside of school hours where possible. • All spillages are cleaned immediately. • All containers are clearly labelled. • Labels are read before using potentially harmful substances. 				
			<ul style="list-style-type: none"> • Adequate lighting is in place. • An on-site security system is in place controlling access to the building. • Unknown visitors are challenged, where safe to do so. • A mobile phone is carried by the lone worker. • Time spent working alone is reduced as far as is reasonably practicable. • The line manager is notified at the start and end of shifts. • Only agreed tasks are undertaken. • High risk activities are avoided (e.g. working at height). 				

Additional control measures	Action by whom?	Action by when?	Action completed?
Comprehensive induction process for new staff members undertaking cleaning duties.			
Annual training for all cleaning staff			

Date of review: 13/07/2022