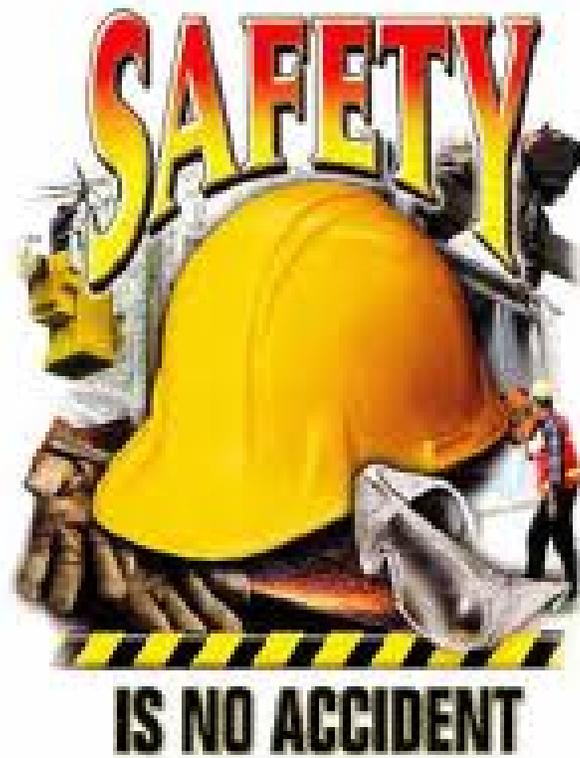


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Employee Safety Program

Employee Safety Guidelines and Workplace Safety Rules

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Introduction

Your safety is a priority for our company. We've taken every precaution to provide you with a safe workplace. However, safety in the workplace is everyone's business. Every employee is responsible for performing their work in a safe manner. Injuries caused by improper work methods can affect our livelihood, so it's important to protect ourselves and others from accidents by working safely together.

This safety program identifies guidelines for preventing the most common accidents associated with cleaning a building. When used consistently and properly, these safety guidelines will help reduce accidents. But use of these guidelines alone is not the total answer to accident prevention. Safety in the workplace requires good judgment. You must identify and report unsafe situations immediately to your supervisor and help us to correct them before an accident occurs.

As part of your job, you are expected to follow the safety guidelines outlined in this program.

Remember... No job is so important and no service is so urgent that you cannot take the time to perform the work safely.

Building Security and Safety

- For your own safety and the security of the offices, lock all building entrances when working inside. Also lock any inside office doors when required.
- Report any suspicious person or events to your supervisor immediately.
- While working, keep any keys in your possession on your person at all times - never leave them on a desk, table, etc.
- When leaving offices, make sure that all lights that are to be turned off are in fact off. Double check all entrances/exits and turn on alarm if office has security system.
- Some locations require that keys be locked in a keybox in the janitor's closet. If you should leave the job site with issued keys in this situation, you may be contacted at home and required to return the keys immediately.

Lift Properly!

Lifting heavy objects is a common cause of back injury. When lifting, use the following techniques:

- Stand close to the object you're lifting with your feet spread apart for balance.
- Squat down to pick up the object by bending at the knees.
- Hold the object as close to your body as possible. Grasp the item firmly.
- Lift with your legs and don't twist your torso. Keep your body facing forward when lifting, carrying and setting down an object.
- If the object is too heavy to lift, see if you can split the load and make two or more trips. If that is not possible, seek help.
- Do not throw trash bags from any distance. Walk up to the dumpster and place the bag inside.
- Wear a lift belt when unloading equipment from the back of a truck.
- Slide materials to the end of the tailgate before attempting to lift them off of a pick-up truck.
- Do not lift over the walls or tailgate of the truck bed.

Avoid Slips and Falls!

Wet Floors

- Always wear rubber-soled shoes. Never wear sandals or open-toed shoes.
- Be aware of cords, mats, and other objects on the floor that obstruct your movement through hallways, doorways, aisles and around desks.
- Do not leave cleaning tools, equipment or trash bags in walkways.
- The outer edges of floor mats should lie flat on the floor.
- Clean up spills immediately.
- Place hazard signs at all entrances to areas where floors or stairs are being cleaned with damp or wet mops.
- Avoid carrying trash, equipment or other heavy objects across wet floors.

Prevent Outdoor Slips and Falls in Winter Weather

- Walking on snow or ice can be treacherous, so wearing proper footwear is essential. A pair of boots with rubber treads is a must.
- Take short steps and walk at a slower pace on icy or snow-covered walkways.
- Be aware that approaching vehicles may not be able to stop on icy and snow covered roads.
- During the daytime wear sunglasses. They deflect the glare from snow and sun.

Safety on Stair Cases

- Use hand rails
- Do not run down stairs
- If carrying something, make sure you can see over it.
- Report broken hand rails

Use Ladders and Footstools Properly

- Never stand on chairs, desks, boxes, books or other objects to reach up high. Always use a ladder or footstool on a flat, stable floor.
- Use caution cones when working in areas where there are a lot of people.
- Use ladders that are in good condition. Check the rungs and your shoes for grease and grime, and then clean if necessary. Never use a metal ladder when working with electrical fixtures.
- Step ladders should be opened fully with spreaders locked in place. Never use a step ladder as a straight ladder.
- Use both hands when climbing a ladder. Keep your weight centered between the rails and do not overreach on either side.
- Carry tools and window washing equipment on a tool belt.
- When working at heights exceeding 6 feet, have a second person hold and steady the ladder.
- Ladders should not be stored where they present a tripping hazard, or where they can fall on people.
- Ladder angle - one foot out for each four feet of ladder working length.

Electrical Safety

- Inspect electrical cords to vacuum cleaners and other electrical equipment before plugging them into outlets. Look for frayed cord casings and exposed wiring. Make sure all three prongs on the plug are not bent or missing. If an electrical cord is damaged, don't use the equipment. Tell your supervisor.
- Never remove a plug from an outlet by jerking the wire from any distance. Always pull the plug out with your hand.
- Never run over vacuum cords.
- Stop using equipment if you feel a slight shock. Notify your supervisor.
- Never operate electrical equipment on wet floors or carpets unless the equipment is designed for operation on wet surfaces.
- Do not leave equipment unattended with the power on and the plug in an electrical outlet.
- Never stretch an electrical cord to its limit when operating equipment. Turn off the machine, remove the plug, and find an outlet closer to your work area.
- Areas around electrical equipment such as circuit breaker panels should be kept free from stored items, debris and any liquids or materials that would create slippery floors or obstruct access to the equipment for maintenance or emergencies.

Use Chemicals With Care!

If part of your job is to use or prepare cleaning solutions, always use the following precautions:

- Never mix chemicals together unless properly instructed by your supervisor.
- Measure all chemicals. If the directions say to use 1 oz. of chemical in 4 gallons of water, measure the water and chemical correctly. Too weak a solution may not provide the proper germ-killing or cleaning power. Too strong a solution not only will waste supplies but may damage the surface on which you use it and possibly cause injury to yourself and others.
- Do not use any chemical contained in an unlabelled container. Do not sniff, taste or try to guess what is in the container.
- Know what chemicals you are using and how to use them properly.
- Your role in the event of a spill. If any cleaning chemical you use spills onto the floor, you must clean up the spill immediately. First, put on protective goggles and gloves. Then mop up the spill if it is on a hard floor surface, or absorb the spill with a white rag if it is on carpet. Use another damp white rag to blot the spill, and then contact your supervisor to inform him/her of the spill, as he/she may need to further extract the cleaner from the carpet.
- Eye protection and gloves are to be worn when working with cleaning chemicals. Consult with your supervisor if you have questions, or check the Material Safety Data Sheets (MSDS) for information on the proper use and precautions associated with the chemicals you use.

Remove Trash Carefully!

Trash containers may contain sharp glass and metal objects. Avoid cuts and punctures to your skin by handling trash in a safe manner.

- **Don't Press Down . . .** Never press down on trash with your hands or feet.
- **Lift Carefully . . .** Get a good grip and make sure your hands are dry before lifting a filled plastic trash bag from its container. Seek help if the bag is heavy.
- **Don't Block Walkways . . .** Do not block doorways, elevators, stairwells, or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
- **Handle With Care!** After removing a bag, inspect it for protrusions and holes. Avoid bumping your body against a filled trash bag during removal and disposal. Don't swing filled trash bags onto your back. Avoid twisting when putting trash bag in dumpster and do not throw the bag from any distance – place the bag in the dumpster.

Driving Rules

- Drive defensively and wear your seatbelt. Drive a company vehicle with constant alertness and care.
- Obey all traffic laws and signals at
- Maintain a three point contact using both hands and one foot or both feet and one hand when climbing into and out of vehicles.
- Turn the vehicle off before filling with fuel.
- Do not smoke while fueling a vehicle.
- Wash your hands with soap and water if you spill gasoline on your hands.
- Secure exterior and interior materials and equipment before driving. Cleaning equipment falling from or flying around in your vehicle not only damages the equipment, but can injure or even kill pedestrians, occupants or other motorists. Make sure all doors are closed and locked.
- Cell phones are not to be used while driving.

A Word about Drugs and Alcohol . . .

Safety on the job requires good judgment and clear thinking on the part of every worker. Workers who use drugs and/or alcohol in the workplace impair their mental and physical skills and cause accidents.

When employees are under the influence of drugs and/or alcohol, they put themselves and everyone around them at risk.

You and your fellow workers have a right to a safe and healthy work environment. If you suspect that a fellow employee is under the influence of drugs and/or alcohol during work hours, tell your supervisor. It is in your best interest and of the people with whom you work.

Emergencies

When an Accident Occurs . . .

When an accident occurs and you or someone else is injured, report it immediately to your supervisor. If you are injured by a chemical in any way, go to the janitor closet and locate the binder with the MSDS sheets. Find the chemical that injured you, look under the section titled "Health Hazard Data" for first aid procedures. Follow the recommended procedures. If an injured worker needs immediate medical attention and the supervisor is not present, use a phone to contact the local emergency service right away. Emergency phone numbers are posted in the janitor closet. Inform your supervisor of the situation at the very first opportunity.

In Case of Fire . . .

- Stop working and leave the building immediately if you hear the fire alarm sound or if you are instructed to do so.
- Try not to panic.
- Know where the fire alarms and exits are in the building where you work.
- Don't use an elevator. Pull the fire alarm and leave the building immediately.
- Dial 911 and give the operator the location of the fire.
- If you are trapped and you can make your way to an exit, get to your hands and knees and crawl. This is important because smoke and heat rise rapidly, and you will inhale less smoke near the floor.
- Do not attempt to put out the fire yourself unless you've been properly trained to use fire extinguishers. When using a typical extinguisher, follow the "PASS" method. Hold the extinguisher upright, and:
 1. Pull the pin, stand back eight or ten feet.
 2. Aim at the base of the fire (if you aim high at the flames, you won't put out the fire).
 3. Squeeze the handle.
 4. Sweep at the base of the fire with the extinguishing agent.

Reporting Hazards and Unsafe Conditions

It is every employee's responsibility to be on the lookout for possible hazards and unsafe conditions. If you see one of the conditions on the following list, or any other hazard or unsafe conditions, report it to your supervisor immediately.

- Slippery floors and walkways
- Tripping hazards (cords, hose, etc.)
- Entrance/Exit signs with lights out
- Poorly lighted entrances and stairways
- Burned out lights
- Loose or broken hand rails
- Broken or cracked windows
- Unlocked doors
- Leaks, roof leaks
- Blocked aisles or doorways
- Blocked fire extinguishers, fire doors, and electrical panels
- Oily rags
- Evidence of smoking in a non-smoking area
- Smoke

Bloodborne Pathogens

Every business that employs or has contact with people carries some risk of being exposed to the hazards of bloodborne pathogens. The Occupational Safety & Health Department (OSHA) has established a guideline (29CFR 1019.1030) to protect workers who, as a result of doing their job, could come in contact with blood or other potentially infectious material.

Key Definitions:

Bloodborne pathogens: Microorganisms present in human blood that can cause disease in humans. These include, but are not limited to hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

Parenteral: A piercing of mucous membranes or the skin barrier by means of a needlestick, human bite, cut and/or abrasion.

Exposure Incident: A specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious material that results from doing one's job.

Universal Precautions: An infection control approach whereby all human blood and certain body fluids are treated as if they were known to be infectious for HIV, HBV or other bloodborne pathogens.

Protecting yourself from Disease Transmission

- Preventing infectious diseases begins with practicing good personal hygiene, such as washing your hand frequently.
- You should also be immunized against several diseases. The following immunizations are recommended: Polio, Hepatitis B, Influenza, DPT (diphtheria, pertussis, tetanus), MMR (measles, mumps, rubella),

Using Protective Equipment

- Cover any cuts, scrapes or skin irritations you may have with bandages.
- Inspect gloves for defects such as holes or cracks before each use.
- Do not touch other parts of your body when wearing soiled gloves.
- Avoid handling items such as phones, pens, combs, radios, etc. when wearing soiled gloves.
- Disposable single use gloves or rubber gloves are to be worn when emptying trash, cleaning restrooms or when it is possible that you will be in contact with blood or body fluids
- The last item of personal protective equipment that should be removed is the goggles. You do not want to contaminate the goggles with dirty gloves, nor do you want dirty gloves near your eyes.
- Wash or rinse re-usable rubber gloves after each use.
- To remove disposable gloves, hold the inside of the cuff and pull the glove off so it turns inside out. Do not pull on the fingers.
- Wash hands after removing gloves (if sink was just cleaned, be sure to leave it clean).

Work Practice Controls:

- Perform all procedures in such a way that cuts down on splashing and spraying of blood or body fluids. If your skin surface, eye or mouth is splashed or splattered with blood or other body fluids, wash or flush these areas with water.

- Never pick up broken glass or metal shavings with your fingers – use a broom and dustpan.
- Waste, such as blood soaked gauze, bandages, or feminine hygiene products may be disposed of like any other waste that is collected.
- Needles and razors (“sharps”) are to be disposed of in a red plastic container labeled “Hazardous Waste”
- Avoid eating, drinking, smoking, applying cosmetics or lip balm, handling contact lenses and touching the mouth, nose or eyes in work areas where exposure to infectious materials may occur.
- Only trained supervisors are allowed to clean up blood spills.
- Supervisors that are authorized to clean large blood or body fluid spills will be given the opportunity to receive the HBV vaccine. If the employee declines to receive the vaccine, he/she will be required to sign the HBV Declination Form.

If Exposure Occurs:

- If you have any contact with a person’s blood or body fluids, (except blood or body fluid splashes on intact skin), you should immediately report it to your supervisor. He/she will need the following information:
 - Date and time of exposure
 - Job duty or procedure being performed at the time of the incident
 - Detailed description of the incident, including specific information such as which safety devices were being used, the amount and type of fluid, method of exposure, and extent and duration of contact.
 - Decontamination procedures used.
- It is vital that you report the exposure in order to receive medical attention and evaluation. This evaluation will be performed by a licensed physician, or another appropriately trained and licensed healthcare professional.

Steps to Clean Blood or Body Fluid Spills

Small Spill on Counter

Step 1: Gather equipment and put on personal protective equipment (PPE).

Step 2: Spray the blood spill with disinfectant solution.

Step 3: Absorb blood spill with paper towels and wipe clean.

Step 4: Dispose of paper towel in red biohazard bag.

Step 5: Spray on disinfectant solution and wipe again. Dispose of paper towel in red biohazard bag.

Step 6: Remove PPE and put into trash.

Step 7: Wash hands.

Large Spill on a Tile Floor

Step 1: Put down wet floor signs.

Step 2: Gather equipment and put on appropriate PPE.

Step 3: Drain the disinfectant solution over the blood spill.

Step 4: Mop up the blood spill.

Step 5: Go over the entire area a second time with fresh disinfectant solution.

Step 6: Dispose of contaminated disinfectant solution, then clean and disinfect the equipment.

Step 7: Remove PPE and put into trash.

Step 8: Wash hands.

Large Spill on Carpet

Step 1: Put down wet floor signs.

Step 2: Gather equipment and put on appropriate PPE.

Step 3: Drain the disinfectant solution over the blood spill.

Step 4: Extract the blood spill and disinfectant solution.

Step 5: Drain the disinfectant solution over the blood spill area a second time

Step 6: Extract the disinfectant solution.

Step 7: Dispose of contaminated disinfectant solution from mop bucket and carpet extractor. Clean and disinfect the equipment.

Step 8: Remove PPE and put into trash.

Step 9: Wash hands.

Hazard Communication

Right to Know Law

Introduction

Our company complies with the OSHA Hazard Communication Standard, title 29 Code of the Federal Regulations 1910.1200, and therefore has developed a Hazard Communication Program to enhance our employees' health and safety.

As a company we intend to provide information about chemical hazards and other hazardous substances and the control of hazards via our comprehensive Hazard Communication Program which includes container labeling, Material Safety Data Sheets (MSDS) and training.

Our company is required to keep records of all workplace injuries and to record any time an employee is unable to perform his or her full duties because of a work-related injury or illness. Any time you incur a workplace injury, it must be reported to your supervisor and an accident report must be filled out no matter how minor the injury is.

Employees will not be excused from performing regular work duties unless they have received a work restriction form from their physician. If your work restriction form expires and you are still unable to perform your regular duties, you must return to your physician for a new work restriction form.

A. The following program outlines how we will accomplish this objective:

1. **CONTAINER LABELING** It is the policy of this company that no container of hazardous substances will be released for use until the following label information is verified:

1. Containers are clearly labeled as to the contents.
2. Appropriate hazard warnings are noted.
3. The name and address of the manufacturer or distributor.

This responsibility has been assigned to your supervisor. To further ensure that employees are aware of the hazards of material used in their work areas, it is our policy to label all secondary containers.

The supervisor for each building will ensure that all containers and secondary containers are labeled with either an extra copy of the original manufacturer's label or with generic labels which have a block for identity and blocks for the hazard warning.

2. MATERIAL SAFETY DATA SHEETS (MSDS)

MSDS sheets provide you with specific information on the chemicals you use. Copies of MSDS for all hazardous substances to which employees of this company may be exposed

are kept in the janitor's closets or storage closets in each building. Your supervisor is responsible for obtaining and maintaining the data sheet system for the company. The supervisor for each building will make any changes or additions needed to the MSDS book. MSDS will be reviewed for completeness by your supervisor. If an MSDS is missing or obviously incomplete, a new MSDS will be requested from the manufacturer. MSDS are available to all employees in their work area for review during each work shift. If MSDS are not available or new hazardous substances in use do not have MSDS, please contact your supervisor immediately.

3. EMPLOYEE INFORMATION AND TRAINING

Employees are to attend a health and safety orientation prior to starting work for information and training on the following:

- An overview of requirements contained in the Hazard Communication Standard, including their rights under the Standard.
- Location and availability of the written Hazard Communication Program.
- Physical and health effects of the hazardous substances.
- Methods and observation techniques used to determine the presence or release of hazardous substances in the work area.
- How to lessen or prevent exposure to these hazardous substances through usage of control, work practices and personal protective equipment.
- Steps the company has taken to lessen or prevent exposure to these substances.
- Emergency and first aid procedures to follow if employees are exposed to hazardous substances.
- How to read labels and review MSDS to obtain appropriate hazard information.

4. HAZARDOUS NON-ROUTINE TASKS

Periodically, employees may be required to perform hazardous non-routine tasks. Prior to starting work on such projects, each affected employee will be given information by their supervisor about hazards to which they may be exposed during such an activity.

This information will include:

- Specific hazards
- Protective/safety measures that must be utilized.
- Measures the company has taken to lessen the hazards including ventilation, respirators, presence of another employee and emergency procedures.

Example of Non-Routine tasks performed by employees of the company:

Task Hazardous Substances

Acid treatment for deposits on windows Water stain remover