5.0 Accommodation Service

The Unit Manager is responsible for ensuring that the standards of presentation and cleanliness are maintained as detailed in the 'Standards of Presentation'.

The 'Frequency Guidelines' are provided as a model frequency of individual cleaning tasks. Actual frequency shall be dependent on agreed crew levels, frequency of cabin cleaning and level of 'self- help'.

The Unit Manager shall ensure that cleaning schedules are prepared for his / her unit that ensure the achievement/reinstatement of the agreed standards of presentation. Deep cleaning records will be maintained to suit the location.

Where the contract involves cabin self-servicing, the achievement of standards of presentation shall be guaranteed only at time of crew change. The Unit Manager will endeavour to ensure that the plat- form management enforce standards of self-service and tidiness.

The Unit Manager shall organise the stewards each trip to ensure:

* Stewards know their role and/or level/section for the trip.
* Daily tasks, standards and methods of cleaning are understood by each steward.
* Weekly/Triply tasks are assigned.
* Deep cleaning schedule is communicated, monitored and recorded on the chart as appropriate to unit. Ensure deep cleaning safety ref. procedure 5.16.

The Unit Manager shall ensure that all accommodation areas are inspected at the end of each trip and recorded on the 'Due Diligence' Inspection Checklist and is responsible for initiating appropriate remedial action.

The relevant procedures are detailed in this section as follows:

|  |  |  |
| --- | --- | --- |
| **PROCEDURE TITLE** | **PROCEDURE** | **RECORD** |
| Cabin Presentation Standards | 5.1 |  |
| Cabin Cleaning Frequency Guidelines | 5.2 |  |
| Cabin Cleaning Routine | 5.2.1 |  |
| COVID/Pandemic Protocols | 5.3 |  |
| Alleyways & Public Areas | 5.4 | Instruction & Guidance for Using |
| Laundry Standards | 5.4.1 | Laundry Machines & Daily Dryers |
| Preventing Laundry Fires | 5.5 | Filter Log |
| Laundry Cleaning Frequency Guidelines | 5.6 |  |
| Recreation Areas Standards | 5.7 |  |
| Recreation Area Cleaning Frequency Guidelines | 5.8 |  |
| Locker Room and Tea Point Standards | 5.9 |  |
| Locker Room Cleaning Frequency Guidelines | 5.1O |  |
| Tea Point Cleaning Frequency Guidelines | 5.11 |  |
| Toilet Area Cleaning Frequency Guidelines | 5.12 |  |
| Cleaning Materials, Machinery and Equipment | 5.13 |  |
| 0ffice Presentation Standards | 5.14 |  |
| 0ffice Cleaning Frequency Guidelines | 5.15 | Due Diligence Inspection Checklist |
| Hygiene & Safety Inspection -- Accommodation | 5.16 |  |
| Deep Cleaning Safety | 5.17 |  |

5.1 Cabin Presentation Standards

CABIN

FLOOR - Carpet

Should be free from litter and dust particles and fluff and should not show signs of stains.

FLOOR - Vinyl

Should be free from litter, dust and grit particles, and should not show signs of wearing. Should have bright polished appearance.

BUNKS

Bedwells

Should be free from loose debris and should have bright clean appearance

no staining should be evident.

Mattresses

Should be dry and free from stains.

BED LINEN

* When a bunk is prepared with fresh linen it should be clean, dry and have a fresh smell, it should be flat folded and free from creasing or pilling.
* All beds should be made to the standard shown in the diagram.

TOWELS

Should be clean and fresh daily.

(On some installations, with the client approval, we operate a scheme for reducing environmental impact by not laundering towels daily. Cabin notices advise the customer to leave any towels on the floor if requiring laundered)

LAUNDRY BAG

A laundry bag shall be available for each occupant of each cabin.

WALLS / BULKHEADS

Should be free from dust and marks, always look bright and clean and free from smearing.

DESKS

Desks should be tidy, free from dust and loose waste materials, ashtrays (where applicable) should be emptied and replaced clean.

CHAIRS

Should have a clean appearance, free from stains and dust particles

5.1 Cabin Presentation Standards – **Cont.**

TOILETS

Toilet bowls should be free from staining inside and out. Should be bright and have a polished appearance. Two toilet rolls should always be available, one in the holder and a replacement stored in a clean, dry area. Toilet brush and holder should be stored beside the toilet bowl.

SINKS

Should be free from staining both inside and out and have a bright polished finish with a clean fresh smell, taps should have a similar appearance. Hand soap available in sink unit for each cabin and changed with fresh bar when required.

CABIN SHOWER AREA

Tiled stainless steel or painted walls should be clean bright and free from soap deposits and mould. Floor drain should be clean and flow freely with no deposits blocking the outlet. Chrome fittings should be clean, bright and have a polished appearance. Shower head should be free flowing with no blockages in the nozzle.

Soap holder should be clean dry and free from old soap deposits.

Shower curtains should be of the correct length to prevent trailing or water escape and have a enough hooks or rings to allow the curtain to hang without drooping; it should be clean, fresh smelling and free from mould or unsightly deposits.

When entering a vacant cabin, the bunk should be presented as shown on Page 4 When entering an occupied cabin, the bunk should be presented as shown on Page 5.

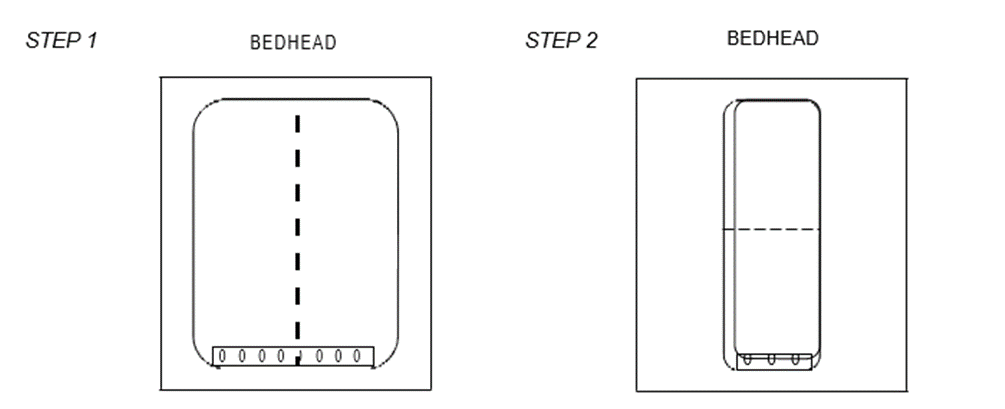
It is the responsibility of the Unit Manager to ensure the correct standard is always achieved

5.1 Cabin Presentation Standards – **Cont.**

PRESENTATION OF BUNK READY FOR NEW ARRIVALS / AT BED CHANGE

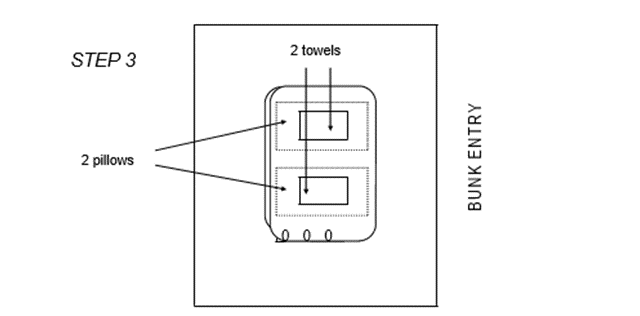
Duvet should always be presented with "open stud" end at the bottom of the bunk. Fitted sheets should always be checked for smoothness and good fit.

Fold duvet in half lengthwise, as shown in Step 1 diagram.

Fold closed end to stud end, as in Step 2 diagram. Pull to centre of bunk

Place 2 pillows on top of folded duvet, as shown in Step 3 diagram. Closed edge of pillowcase should always be facing the bunk entry.

Place 2 folded towels on top of pillows. (Show logo if applicable.)

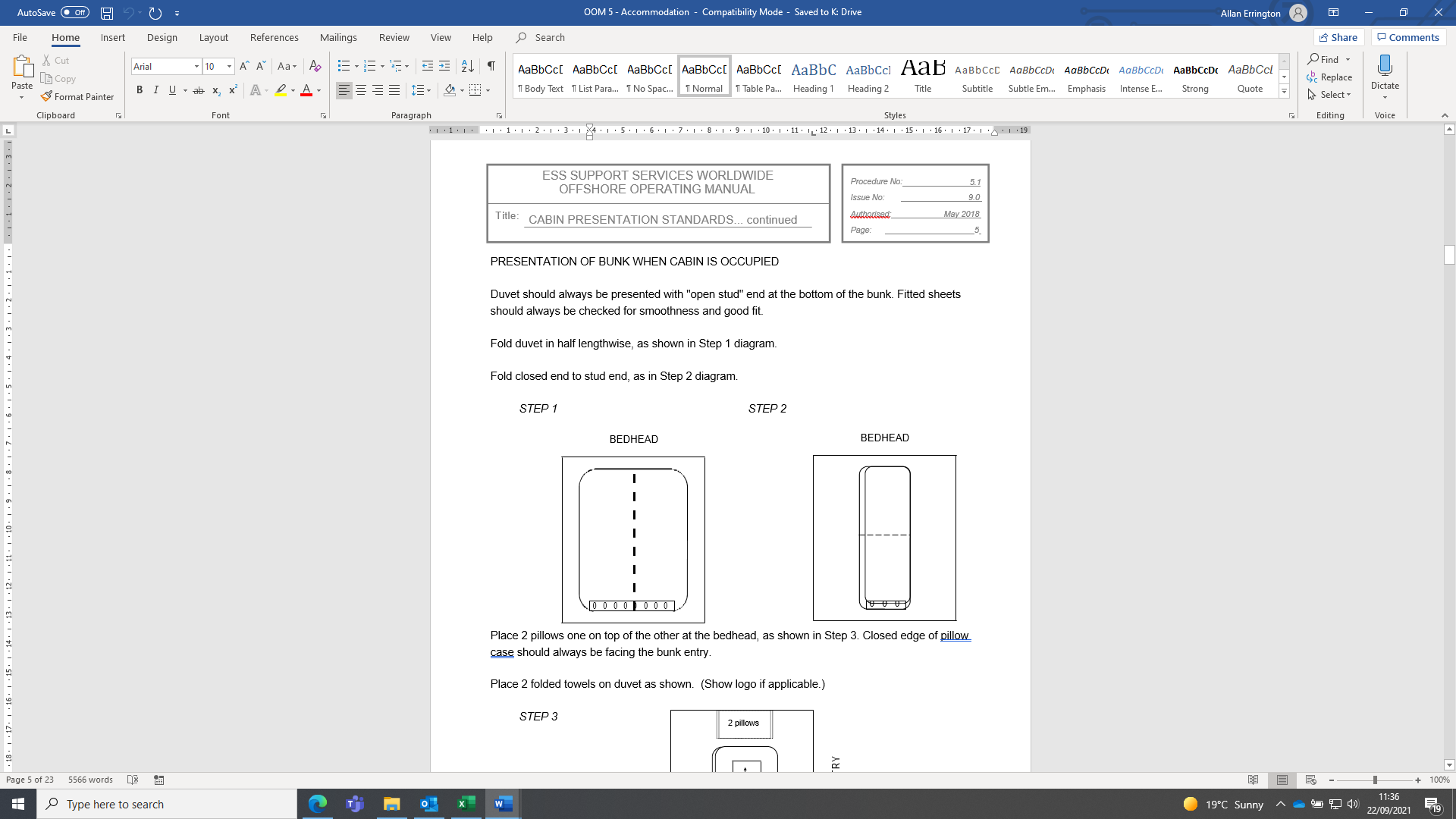


This style shows bunk ready for occupation / after bed change

5.1 Cabin Presentation Standards – **Cont.**

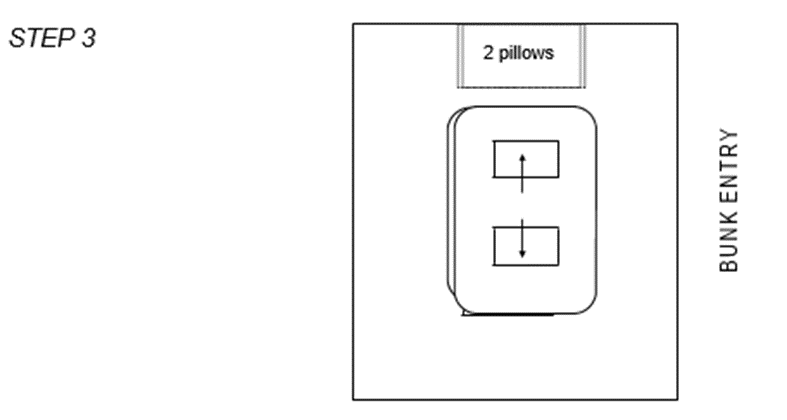
PRESENTATION OF BUNK WHEN CABIN IS OCCUPIED

Duvet should always be presented with "open stud" end at the bottom of the bunk. Fitted sheets should always be checked for smoothness and good fit.

Fold duvet in half lengthwise, as shown in Step 1 diagram. Fold closed end to stud end, as in Step 2 diagram.

Place 2 pillows one on top of the other at the bedhead, as shown in Step 3. Closed edge of pillowcase should always be facing the bunk entry.

Place 2 folded towels on duvet as shown. (Show logo if applicable)



This style indicates the bunk is occupied

5.2 Cabin Cleaning – Frequency Guidelines

The cleaning of bedroom accommodation shall be organised by the Unit Manager to achieve the presentation standards detailed in Procedure 5.1 and to satisfy any specific contract requirements.

The following guide to efficient cabin servicing and shall be used as a resource in designing specific cleaning schedules.

'SELF HELP'

In contracts where the personnel on-board are required to participate in 'self-help' cleaning, daily attention will be limited to the scope and standards agreed with the client.

FULL SERVICE

The cabin cleaning routine is shown on the next page.

NOTE: The cleaning of drawers and wardrobes shall be done only where access has been agreed with the client / individual customer.

MONTHLY - or as per cleaning schedule (This cleaning should be recorded)

* Clean room deck head and vents.
* Shampoo carpet.
* Clean bedwells (top bunks to be done by two persons).
* Turn mattress (done by two persons).
* Wash all bulkheads.
* Remove and launder shower curtains.

LEGIONELLA PRECAUTIONS

Shower heads shall be removed for cleaning and disinfection once per month, or as agreed with the unit medic. The procedure is to include soaking in sterilising solution, rinsing and replacement. This cleaning should include flexible hoses where they can be removed. A record of this cleaning should be kept on the Monthly Dechlorination Shower Head / Hose Log. NB: It is important that the cleaning solution and the dilution rate is advised by the client.

When the reduction of P0B on the installation allows us to close off cabins, it is important that cabins are deep cleaned upon vacation. Showers should be run frequently if cabins are going to be left empty for a significant period. Please liaise with your clients to agree frequency.

The deep clean shall include the removal of shower heads for disinfection and storage. Prior to reinstatement of the cabins, shower heads shall be disinfected, replaced and flush tested to ensure a clean flow of water.

Shower head cleaning should be planned and logged, with records held on file for a period of six months

5.2.1 Cabin Cleaning Routine

All electrical and other faults to be reported to the Unit Manager immediately.

NB Note any room repairs needed in the defects book

|  |  |  |
| --- | --- | --- |
| STEPS | STANDARDS | KEY POINTS |
| Spray wash basin and toilet with toilet and washroom cleaner solution. | If shower is being cleaned, also spray bulkheads, deck head and deck. | Use RED cloth to clean toilet bowl and seat. Use BLUE cloth to clean wash basin and shower. |
| Make or strip beds for daily, weekly and bed change procedure. | See 0ffshore 0perating Manual procedure 5.1 for bunk presentation standards. | Don’t leave bed linen lying on deck outside cabin. |
| Wipe down all cabin surfaces with damp BLUE cloth. | Use general purpose cleaner for soiled surfaces. | All surfaces include tables, ledges, bed-lights, doors. |
| Empty bin liner into black rubbish bag on trolley. | Check inside of waste bin and clean if required. |  |
| Replace with clean bin liner. | Don't keep more than three clean liners in bottom of bin. |  |
| Wipe down sink and splash back, scrub shower and wipe down. | Use green pad to scrub shower. Wipe down with BLUE cloth. | Wipe chrome soap dishes, handles, faucets etc. and leave shining. |
| Wipe top of bathroom cabinet and strip light. | Clean mirrors with paper roll. | Dispose of BLUE cloth in 'blue dirties' bag on trolley. |
| Clean toilet bowl with toilet brush. Flush. |  |  |
| Wipe in turn: toilet seat, lid, out- side of bowl and inside of bowl with RED cloth. | Leave smear and debris free | Wear rubber gloves throughout washing tasks |
| Wipe floor behind toilet bowl with RED cloth. |  | Dispose of RED cloth in 'red dirties' bag on trolley. |
| Replenish toilet with soap and toilet paper. | No more than 2 toilet rolls and 2 bars of soap per cabin back-up. |  |
| Mop floor with toilet and wash- room cleaner solution and allow to air dry. |  | Use this floor mop for toilets only. |
| Vacuum cabin carpet (or mat if vinyl floor) | Mop vinyl cabin floors with clean damp mop | Use separate mop from toilet one. |

5.3 COVID/Pandemic Protocols

**CLEANING PROCEDURES FOR A CONFIRMED CASE OF COVID-19**

In the case of a confirmed case of COVID-19 at a client site, the following procedures are to be followed. As a basic principle cleaning should be:

* + Always clean from the cleanest area / item to the dirtiest area / item.
  + Always clean from the highest part of the room / area to the lowest part of the room / area.
  + Always clean towards the door, from the furthest part of the room finishing cleaning when exiting the area.
  + Always clean areas where public or staff members require access by allowing a dry area for people to walk.
  + Always use one cloth per workspace and change to a new/clean cloth prior to moving to the next workspace / area.
  + Always use one mop per room or area changing before moving into the next area.
  + Always change water and chemicals in traditional cleaning methods for each room or area.
  + Always take notice of individual room requirements and obey instructions for entering and cleaning and use the PPE identified prior to cleaning / entering these areas.
  + Where there are areas that have hazards that have specialist procedures that need to be followed, always follow these specific instructions for any specialist cleaning, PPE and infection control requirements.
  + Always use the correct colour cleaning cloth and mop for cleaning in each area.
  + Always ensure that any signage is used and visible when cleaning is taking place and that the signage is removed when the area is opened for use.
  + Always follow the correct procedure for cleaning each area and carrying out each task.
  + Never mix cleaning chemicals and always use the correct chemical for the job.
  + Never use a chemical or piece of equipment that is not intended for its purpose

COVID-19 is a weak virus which does not survive for very long outside of the body. Advice from PHE is that the virus is unlikely to live on surfaces for more than a few hours.

If possible, the desk/room/area should be left for a period of 3 hours (Provided 12 air changes per hour can be guaranteed) or 6hrs (Provided 6 air changes per hour can be guaranteed on site) otherwise we recommend 72hrs before cleaning takes place.

5.3 COVID/Pandemic Protocols **Cont.**

All surfaces that the person has come into contact with must be cleaned including:

* + All surfaces and objects which are visibly contaminated with body fluids.
  + All potentially contaminated high-contact areas such as toilets, door handles, telephones.
  + Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids do not need to be specially cleaned and disinfected.
  + If a person becomes ill in a shared space, these should also be cleaned.

Cabin Cleaning protocol for individuals who have come into contact with a symptomatic individual, demonstrating no symptoms themselves, then evacuated from an offshore location as a precaution (Category B) there is no requirement to leave the cabin for the precautionary period. All other cleaning requirements remain the same.

**Specific cleaning protocols**.

# A normal ‘bedroom’ with carpet and soft surfaces vacated by a confirmed case of Coronavirus:

* + PPE required – gloves, apron, face mask.
  + Chemical to be used on hard surfaces – Oasis Pro 20, or Actichlor plus diluted or Cleanline surface sanitising wipes.
  + Removal of linen /curtains – this should be left for 72hrs and then put through normal cleaning procedures.
  + Method of cleaning of carpet/mattress – these should be steam cleaned.
  + Any waste removed should be double bagged and treated as hazardous waste.

# An office / reception area with confirmed case of Coronavirus – hard floor

* + PPE required – gloves, apron, face mask.
  + Chemical to be used on hard surfaces – Oasis Pro 20, or Actichlor plus diluted or Cleanline surface sanitising wipes. Floor can be cleaned with actichlor plus dilution.
  + Soft seat chairs – steam cleaning frame wipe down with above.
  + Any waste removed should be double bagged and treated as hazardous waste.

# An office / reception area with confirmed case of Coronavirus – carpet floor

* + PPE required – gloves, apron, face mask.
  + Chemical to be used on hard surfaces – Oasis Pro 20, or Actichlor diluted or Cleanline surface sanitising wipes.
  + Soft seat chairs – steam cleaning, frame wipe down with above
  + Carpet – steam clean.
  + Any waste removed should be double bagged and treated as hazardous waste.

**All COVID documentation, forms and guidance is available within the ESS Sector Specific section of the HSE Website on Compass Connect.**

Any concerns or points for clarification should be addressed to the HSE Department via the dedicated COVID-19 email address: [HSEQ.Aberdeen@compass-group.co.uk](mailto:HSEQ.Aberdeen@compass-group.co.uk)

5.3 COVID/Pandemic Protocols **Cont.**

|  |  |
| --- | --- |
| **Section 1 - PPE - The following PPE should be worn when sanitising a room where day shift and night sift are sharing.** | |
| 1 | Ensure appropriate clothing is being worn. No requirement for apron due to our change of shirt policy for our teams. |
| 2 | Nitrile Gloves |
| 3 | Level 3 Cut Resistant Gloves (Where Applicable) |
| 4 | No face covering required. (optional) |

|  |  |
| --- | --- |
| **Section 2 – Cabin & Shower Room Sanitising between** **Day Shift and Night Shift Occupation** | |
| 1 | Prepare Cleaning Trolley with disposable and Microfibre Cloths, mops etc. in line with the COVID 19 Cleaning Protocol and Section 5 of the Offshore Operating Manual. |
| 2 | Prepare Oasis Pro 20 in line with Sanitiser Usage Task Card |
| 3 | Dose disposable cloths and mops according to the correct dosage for mops and cloths |
|  |  |
| 4 | Cabin Area - Wearing appropriate PPE provided outside the room, gloves, and apron, Wipe/Sanitise all key touchpoints and areas as detailed below: |
|  | * Wipe/Sanitise light fittings, light switches, power sockets. |
|  | * Wipe/Sanitise radiator controls (where applicable) |
|  | * Wipe/Sanitise bunk sides and handrails |
|  | * Wipe/Sanitise HVAC / room temperature controls. |
|  | * Wipe/Sanitise bunk Ladder |
|  | * Wipe Sanitise all hard contact surfaces within the cabin (e.g. desks, shelves, arm rests) |
|  | * Wipe/Sanitise locker, cupboard, drawer and door handles |
|  | * Wipe/Sanitise TV monitor & TV Remote Control |
|  | * Wipe/Sanitise Phone |
|  | * Spray soft furnishings lightly with sanitiser solution |
|  | * Spray cabin occupant belonging plastic bag if not in locker, lightly with sanitiser solution. |
|  | * Remove rubbish and Wipe/Sanitise bin (If applicable) |
|  |  |
| 5 | Washbasin/shower/toilet area - Wearing appropriate PPE provided gloves, apron, Wipe/Sanitise all key touchpoints and areas as detailed below: |
|  | * Wipe/Sanitise wash hand basin & taps. (*in cabin area on ANP*) |
|  | * Wipe/Sanitise Shower Cubicle door handle and controls. |
|  | * Wipe/sanitise toilet handle, seat and sanitary fittings. |
|  | * Wipe Sanitise all hard contact surfaces within the shower/toilet area |
| 6 | * Remove all waste bags and equipment, remove and dispose of PPE, wash hands |
| 7 | Indicate on Cabin door sign sheet that cabin shift cleaning complete. |

5.4 Alleyways & Public Areas

STANDARDS OF PRESENTATION

Carpeted floors - Free from litter, dust, particles of fluff and stains. Tak mats or other forms of movable protection may be required at entrance doors to prevent soiling from outside areas.

Vinyl floors **-** Free from litter, dust and grit particles and should not show signs of wearing. Should have a clean, bright appearance and where possible, have a shiny polished look, achieved by dry buffing.

Bulkheads **-** Depending on installation, wall coverings may be of different materials. They should be free from dust and marks, always look bright and clean, and free from smearing. Where applicable, handrails should be clean and free from dust and grease.

Deck heads and vents - Free from dust and grease, free from smearing and have a clean bright appearance. Air vents and heating vents should be free from adhered dust and have no obstructions which may prevent a proper flow or circulation.

If air vents require to be removed for cleaning, report to Unit Manager, who will ensure a qualified person is notified. Do not attempt to remove fixed equipment.

ROUTINE CLEANING - Public corridors

* Safety Signs:
  + are to be put in place before commencing cleaning;
  + care must be taken to ensure that the signs face the likely direction of approaching people and are not likely to present a hazard themselves; and
  + must be removed on completion of the task, when the floor is dry.
* Hazard - areas to be cleaned should be checked for any potential sharp edges that may cause injury.
* Vinyl floors and stairs dry mopped with anti-static mop; debris swept into dustpan. Spray floor with surface cleaner and damp mop. Dry buff afterwards.
* Carpeted corridors vacuumed.
* Dirty marks spot cleaned from walls, floors, ceiling.

DEEP CLEAN (schedule as necessary)

* Floor scrubbed, mopped and buffed with machine.
* Door foot plates washed and hand buffed
* Walls of corridors washed down, either section per day or all in one day.
* Carpets shampooed.
* Ceilings washed down.

5.5 Laundry Standards

The laundry on board is designed to service all areas including bedding requirements, personal clothing and working coveralls etc.

Laundry areas should be free from dust and debris, care must be taken to ensure soiled linen and clothing is kept separate from clean.

All additional linen not in use on a regular basis must be stored in a clean dry area and where possible have good ventilation and air circulation. It should be stacked neatly and safely on shelves. Care should be taken to fold linen correctly prior to storage.

CARRYING BED LINEN IN BULK

Carrying soiled bed linen in bulk from cabins to laundry or clean linen from laundry to cabins must be done safely with due attention to safe loads and safe handling. Loads should be kept within the capabilities of the steward and so as not to compromise the need to hold handrails. 'Rucksacks' for linen carrying are available. 'Clean' and 'dirty' rucksacks should be clearly identifiable and used accordingly.

BEDDING & TOWELS

Bed linen and towels shall be washed separately to prevent pilling.

PERSONAL LAUNDRY

Every care should be taken when washing personal clothing to keep individual items together by use of laundry bags provided. Once clean, personal clothing should be folded along with the room laundry bag and stored in the appropriate area for delivery or collection.

The Unit Manager/Lead Steward shall detail the procedure appropriate to his/her installation.

Whereas it is the responsibility of the individual to empty coverall pockets before passing for laundry, the Laundry Steward shall check working clothes for tools, screws etc. and remove any if found. Working clothes (coveralls) should be folded or racked on hangers ready for collection.

LAUNDRY SAFETY

Unit Managers/Lead Stewards shall ensure that all Laundry Stewards are instructed as to the hazards of spontaneous combustion of hot laundry and that they adhere to the instructions detailed in procedure 5.4.1 overleaf.

**Notices of the correct payload and temperatures for washing and drying must be posted up using the 'Instructions & Guidance for Using Laundry Machines'. These shall be brought to the attention of new or transferred stewards as the requirements will vary.**

5.5.1 Preventing Laundry Fires

The object of this procedure is to prevent fires resulting from the incorrect handling of linen and inadequate maintenance of laundry equipment.

There are two main reasons why laundries may be susceptible to fires:

* Spontaneous combustion
* Tumble dryer fires

The following standards must always be followed. New employees must receive comprehensive instruction on the safe procedures and their importance, prior to working in the laundry.

Supervision must ensure the ongoing implementation of the procedures.

WORK PRACTICES

Galley cloths should not be used for wiping up spilled oil or for mopping out the fryer or bratt pan – use disposable paper or muslin cloths for these tasks.

PRE-WASH

* Oil contaminated coveralls, chef's uniforms and galley wiping cloths should not be allowed to build up awaiting washing and should be kept away from sources of heat.
* Heavily oil contaminated items must be pre-soaked in a detergent solution.

Personnel must be encouraged to empty their coverall pockets before handing in for Washing, using 'All Clear' cards where in use. As well as being a hazard to the laundry steward, items in pockets may interfere with the free running of washers or dryers leading to equipment malfunction and possible out breaks of fire.

WASHING

* All colour coded cloths to be washed to 82oC
* Oil contaminated coveralls; chef's uniforms and galley wiping cloths must be washed in line with manufacturers guidelines.
* Colour coded cloths should not be dried but bagged up and returned damp to the work area.
* Wash loads and detergent quantities must be displayed and adhered to. Wash loads should be described in the number of items and their condition, (e.g. pre-soaked coveralls, 2O towels etc.)

5.5.1 Preventing Laundry Fires **Cont.**

TUMBLE DRYING

* Tumble dryers must always be set to include the cooling cycle. If a machine is not fitted with an automatic cooling cycle, it must not be left unattended during operation.
* Types of laundry must not be mixed as a different rate of cooling may cause heat build-up in lighter items.
* Tumble dryer load limits and heat settings should be displayed on the machines
* Dried oven cloths should spread out prior to folding to ensure that they are cool.
* Shower curtains and Galley cloths **DO NOT GET TUMBLE DRIED**. They should be replaced damp.
* ESS supplied Polo Shirts and Soft-Shell Jackets **DO NOT GET TUMBLE DRIED**. They should be hung up to dry.
* Dryer lint screens must be cleaned at least twice daily to avoid build up. This should be logged on the 'Daily Dryers Filter Log.
* The top of tumble dryers must be kept clear and not used for any storage.
* Preventive maintenance schedules must be adhered to at a frequency appropriate to the potential build-up of lint around the drum, in extract filters and extract trunking. Records must be kept of the maintenance carried out. This is normally the responsibility of the client.

MUSTERS & DRILLS

* Catering crew must muster directly upon hearing the alarm as per their emergency duties. Do not return, or detour, to attend to the laundry. Tumble dryers with automatic cooling cycles should be allowed to continue their cycle thereby allowing the load to complete the cycle to cool.
* In the event of a power outage during a muster, the safest course of action is to leave the load in the machine with the door closed. Properly washed laundry reduces the likelihood of spontaneous combustion and, with the door left closed; any fire would be contained and be starved of oxygen.

POWER OUTAGES

At other times when there is a power outage, which stops the dryer before the cooling cycle is completed, the load should be removed from the dryer, shaken and spread to dry. This is to prevent any possible combustion and related damage.

5.6 Laundry Cleaning Frequencies

Report any electrical and other repairs needed to the Unit Manager immediately. Ensure platform maintenance carry out periodic ducting inspection/cleaning.

ROUTINE

* Clean tumble dryer filters at least twice daily or as required.
* Wash and scrub sinks.
* Tidy and stack laundry both personal and bedding.
* Sweep, mop and dry floor.
* Clean outside of dryers, spinners and washing machines.
* Wash, dry and iron all relevant clothes and linen.
* Stack all linen and supplies according to classification and in an orderly manner.
* Leave all shelves and cupboards clean and tidy.
* Dispose of rubbish and clean waste bins.

DEEP CLEAN (schedule as necessary)

* Buff and clean floor
* Soak drain covers
* Wash down walls
* Scrub doors and surrounds
* Wash deck head

NOTES ON SAFETY:

* Always warn others when or before washing floor or by use of the "Wet Floor" Safety Sign.
* Take care with electrical points when washing floors and walls, avoid excessive splashing.

STORAGE OF NEW LINEN

There should be a reserve stock storage room which is used for new items received. It should always be kept clean and orderly and be secured. A perpetual inventory record should be kept, noting all items received and all items removed. When inventory is taken, this record is used rather than counting item by item. Stocks should be rotated, and old shipments moved into positions where they will be used first. This prevents items becoming outdated and being discoloured by age.

Where possible, all items should be individually dated when new, fire-retardant bedding.

5.7 Recreation Area Standards

Depending on the installation, there are various types of facilities within recreation areas which must be kept clean and arranged in a tidy manner. These are common examples:

SNOOKER / POOL TABLE

Clean and free from dust particles, both legs and tabletop, not forgetting under the table. Cues should be stored in racks or receptacles provided. 0verhead light shades should be clean and free from dust.

TABLE TENNIS

Free from dust and grime. Playing equipment should be stored in cupboards if provided.

TABLE FOOTBALL

Clean, polished and litter and dust free.

COMPUTERS / COMPUTER GAMES

Surfaces should be clean and dust free. Monitors and keyboards should be clean and have a bright appearance.

BOARD GAMES AND CARDS

When not in use should be stored in the appropriate locker or cupboard if provided.

FLOORS (Carpet)

Should be free from litter and dust, particles of fluff and should be free of stains.

FLOORS (Vinyl)

Should be free from litter, dust and grit particles, and should not show signs of wearing. Should have bright polished appearance.

BULKHEADS / WALLS

Should be free from dust and marks, always look bright and clean and free from smearing.

DECKHEADS/ CEILING

Should be free from dust and grease, free from smearing and have a clean, bright appearance.

5.8 Recreation Area Cleaning -Frequency Guidelines

All electrical and other faults to be reported to the Unit Manager immediately. ROUTINE

* Carpeted floorings vacuum cleaned, and spot cleaned using an approved solvent where applicable.
* Ashtrays emptied into metal waste bin (or another suitable receptacle), removed, washed and dry polished.
* Desks, tables, chairs and other items of furniture dusted, wiped clean, polished where applicable. (Glass tabletops washed and dry polished - no furniture polish to be used).
* Pictures and lamp bases dusted.
* All upholstered furniture spot cleaned where appropriate.

DEEP CLEAN (schedule as necessary)

* All items of furniture to be moved for cleaning underneath and behind.
* All vinyl areas polished and sealed.
* All upholstered furniture to have loose cushions removed, all areas thoroughly vacuumed, and cushions replaced in their original positions.
* Rigid seating vacuumed using a special upholstery tool with attention to sides, corners etc.
* Deck heads, light fittings and other decorations cleaned.
* Plant boxes wiped clean and hand burnished, removing any debris from the box.
* Any dirty areas of carpeting shampooed.

5.9 Locker Room & Tea Point Standards

LOCKER ROOMS

Most locker rooms are very difficult areas to keep clean and bright as they are a main thoroughfare for personnel moving from deck areas to accommodation blocks.

All lockers should be clean, free from graffiti and smearing. Tops of lockers should be clean and free from dust build up and personal items.

Floor areas are normally tiled or vinyl surfaces and should be free of litter and dust and should have a clean bright appearance.

WASHROOMS

These heavily used area is always difficult to keep clean but should look clean and bright and free from litter build up. All sinks should be clean and free from stains. Taps should have a bright, sparkling appearance and should show no signs of debris build up on the tap heads.

Make sure the proper hand cleansers are always available using the dispensers provided.

COMMUNAL TOILET AREAS

These areas may be within or adjacent to the locker rooms / wash up areas and should look clean and bright with urinal showing no signs of staining; they should also be free from blockages. Hand drying facilities: wall mounted air dryers or paper towel should be clean and replenished as necessary.

TEA POINT

Tea points shall be clean and hygienic. Cupboards shall be kept clean and clear of any items unrelated to the beverage service. Yellow cloths shall be used for the cleaning tasks.

FLOOR (Vinyl)

Free from litter, dust and grit particles, and should not show signs of wearing. Should have bright polished appearance.

BULKHEADS / WALLS

Free from dust and marks, always look bright and clean and free from smearing

5.10 Locker Room Cleaning Frequency

Report any electrical or other repairs to Unit Manager immediately.

Whenever possible, it is advisable to liaise with the client contact and agree 'set times' when area can be closed for cleaning and post appropriate signs to inform people.

Always display 'wet floor' signs before cleaning and remove when safe.

ROUTINE

* Seating wiped down.
* Floor washed.
* Lockers spot cleaned.
* All rubbish removed.
* Dirty overalls stacked neatly.
* All old clothing removed.

DEEP CLEAN (schedule as necessary)

* All walls washed down.
* Ceilings washed down.
* All lockers cleaned and washed down.

5.11 Tea Point Cleaning – Frequency Guidelines

TEA POINT PRESENTATION

These areas have heavy usage and tend to deteriorate quickly if not serviced on a regular basis. They should be clean, tidy and a selection of ingredients available always.

Seating areas should be clean and free from litter and debris, tables should be clean and free from used cups. Ashtrays should be emptied on a regular basis and washed and should show no signs of overflowing.

Yellow cloths shall be used for the cleaning tasks.

ROUTINE CLEANING

* Close monitoring and servicing needed on a regular basis.
* Replenish with stores and cups a.m. and p.m.
* Clean out drip trays a.m. and p.m.
* Polish all stainless steel.
* Clean out and change cold drinks machine as necessary.
* Clean out pergal machine every second day.
* Check cartons of long-life milk and remove/dispose of any that are empty, have exceeded their 'use by' date, or look unpalatable.
* Check bottles of sauce etc. and remove/dispose of any that are empty, have exceeded their 'best before' date, or look unpalatable.

DEEP CLEAN (schedule as necessary)

* Clean out shelves under counters.
* Break down shelves and clean cupboards.

5.12 Toilet Area Cleaning Frequency Guidelines

Repeated cleaning may be necessary throughout the day. Frequency will be set by the Unit Manager.

ROUTINE

* Toilet floors thoroughly washed clean.
* Basins, bowls and urinals washed clean and sanitised.
* Partitioning spot cleaned as necessary.
* Mirrors cleaned and polished.
* All exposed aluminium or stainless-steel piping checked and kept in a thoroughly clean condition.
* Ceramic tiles on floor swept and damp mopped
* Garbage removed from containers.
* Stainless steel on hand drying units polished.
* Soap and toilet rolls replenished.

DEEP CLEAN (schedule as necessary)

* Partitioning to toilets cleaned.
* Wash down walls and clean underneath of hand dryers.
* Wash down deck head.

5.13 Cleaning Materials, Machinery & Equipment

CLEANING MATERIALS

Cleaning Materials shall be purchased as detailed on the 'Standardised Cleaning Material Products List'.

The Unit Manager shall ensure that the Procedure for Control of Substances Hazardous to Health (C0SHH) is fully implemented and that C0SHH Assessments and Manufacturers safety Data Sheets (MSDS) are available on the unit.

The Unit Manager shall ensure that:

* All persons required to use cleaning materials are instructed and trained as described in 'Core Training'. See Section 4, Training.
* All necessary items of personal protective equipment are available at the worksite and are utilised by the crew as specified.
* Cleaning materials are stored and used in accordance with the manufacturer’s instructions and dispensed only in properly labelled containers/dispensers.
* Correct colour coded cloths are always used.

MACHINERY

The cleaning machinery provided may vary from installation to installation.

The Unit Manager shall ensure that all those required to operate specific machinery are trained as described in 'Core Training'. See Section 4, Training.

The Unit Manager shall ensure that all pieces of machinery are inspected each trip and any faulty condition recorded on 'Equipment Malfunction Summary'. See Section 2, Trip Routine.

In the instance of reported electrical or other faults, the Unit Manager shall ensure that the machine is taken out of commission and ensure steps are taken for its repair and return.

EQUIPMENT

Cleaning equipment shall be ordered as required to carry out the cleaning tasks as per purchasing specification. The Unit Manager shall ensure that all equipment is maintained in a clean state and replaced as required.

5.14 Office Presentation Standards

The standard of presentation of offices is affected by the personnel using the office and the activities conducted in the office.

The Unit Manager shall liaise with the office personnel to agree the times of cleaning and scope of cleaning activities.

The steward(s) responsible for the cleaning tasks shall maintain high standards of communication with the customers to ensure effective cleaning with minimum disruption.

The standards of presentation to be aimed for are as follows:

* Floors (carpeted)
* Free from litter, dust and stains.
* Floors (vinyl)
* Free from litter, dust and grit particles
* Of clean, bright appearance.
* Pictures etc. straight, smear and dust free.
* Desktops clean and polished. Papers etc. shall only be moved by agreement with the customer and shall be replaced exactly after cleaning.
* Desk panel and legs and all parts of chairs shall be free from dust and stains.
* Furniture placed evenly and chairs set tidily.
* Glass/Perspex partitions clean and smear free.
* Equipment clean and smear free.
* Cabinets and surfaces clean and dust free.
* Telephones clean and disinfected.

5.15 Office Cleaning Frequency Guidelines

ROUTINE

* Carpeted flooring vacuum cleaned, and spot cleaned using an approved solvent where appropriate.
* Desktops and fronts dusted and wiped clean, underneath displays to be dusted and wiped clean.
* Waste bins emptied and bin liners replaced.
* All equipment and surfaces to be dusted and polished.
* Chairs dusted.
* Vinyl areas washed and mopped dry.
* Door handles polished after cleaning.

DEEP CLEAN (schedule as necessary)

* Furniture moved for cleaning behind.
* Vinyl areas stripped and polished.
* Shelves cleared, dusted and items restored in correct order.
* Other office equipment thoroughly cleaned.
* Telephones to be cleaned/disinfected.
* Pictures, tops of cupboards, clocks etc. dusted.
* Light fittings dusted.
* Vents cleaned.
* Upholstered chairs brushed and spot cleaned.
* Carpet areas shampooed.

5.16 Hygiene & Safety Inspection - Accommodation

The purpose of the Hygiene and Safety Inspection (Due Diligence Checklist) is to ensure the formal inspection of all areas once per trip for conformance to standard.

The Unit Manager is responsible for ensuring that the inspection is carried out by himself/herself or responsible nominee, and for the accurate completion of the Due Diligence Inspection Checklist.

Completion of the checklist shall be following inspection of the accommodation for conformance to the standards of presentation laid down in this section of the manual, and satisfactory standards of safety.

The numbers of the cabins inspected should be noted. The checklist item is therefore limited to these cabins.

Only when the required standards are observed should a tick be entered. 0therwise, details of the non-compliance and action taken should be completed.

The reason for repeated non-compliances should be investigated and appropriate preventive action identified and recorded on the checklist.

The person conducting the inspection shall sign the completed checklist.

Completed checklists shall be countersigned by the client representative and kept on file in the unit for inspection during audits. A copy may be requested to be sent onshore on occasions

5.17 Deep Cleaning Safety

Deep cleaning of accommodation areas may involve risks not encountered in regular cleaning routines. It is therefore essential that risk assessment is carried out prior to commencing any non- routine cleaning.

As a first step, the Energy General Risk Assessment booklet should be consulted to ascertain whether any relevant hazards have been identified. For working at height, refer to procedure 3.29 and the related risk assessment form.

A Written Think Plan should then be used to document the risk assessment and pre job briefing. Potential hazards in accommodation deep cleaning may include the following:

ELECTRICITY

If bulkheads are to be washed down, e.g. smoking lounges, water must not be allowed to come in contact with live electrics. This includes bulkhead mounted electrical equipment such as electric sockets, cigarette lighters, thermostat/temperature controls.

Isolation of such equipment prior to starting the cleaning is the best option. If this is not possible then other controls to prevent water ingress and any possible contact with electricity must be fully applied by physical controls, safe procedures and adequate staff instruction.

WORKING AT HEIGHT

Cleaning of deck heads and high-level bulkheads may incur the need to work at height. If possible, this should be avoided by using long handled brushes/mops. Where this is not an option, safe working platforms must be used.

The exact nature of such platforms needs to be decided dependent on the task and the task specific risk assessment. Platforms, access ladders, step-up 'elephants’ foot, etc. must be stable and prevent unsafe movement, e.g. over balancing / over-reaching.

CLEANING CHEMICALS

Use of cleaning chemicals above shoulder level or in a stronger solution may be necessary. COSHH risk assessment should therefore be revisited to ensure that appropriate controls are in place to pre- vent hazardous skin contact, ingestion, splashes to the eyes etc.

If there is any doubt as to whether the task can be completed safely, it must not be commenced. Seek assistance in ensuring safety of all affected. Assistance will be available from the installation safety adviser, offshore installation manager and/or the ESS HSEQ Manager.