

Commercial & Residential Cleaning

SAFETY MANUAL

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EXECUTIVE SUMMARY

Fairytale Cleaning is committed to providing safe, reliable, and professional cleaning services while protecting the health and safety of our employees, customers, vendors, and the communities we serve.

This Safety Manual establishes the company's safety standards, procedures, and expectations for all residential and commercial cleaning operations. Safety is an essential part of our daily operations and is integrated into every service we provide.

Our goal is to prevent workplace injuries, reduce risks, protect customer properties, and ensure all cleaning activities are performed responsibly and in compliance with applicable safety guidelines.

Fairytale Cleaning

EMPLOYEE SAFETY MANUAL

Version: 1.0

Effective Date: August 26, 2025

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1. Safety Policy

Fairytale Cleaning is committed to providing every employee with a safe and healthy workplace. Every employee has the authority and responsibility to stop work if an unsafe condition exists.

Safety always takes priority over speed.

2. Employee Responsibilities

Every employee must:

- Follow all safety procedures.
- Wear required PPE.
- Report hazards immediately.
- Report injuries immediately.
- Use the equipment properly.
- Never work while impaired by alcohol or drugs.
- Keep work areas organized.
- Ask questions if unsure about a procedure.

Failure to follow safety procedures may result in disciplinary action.

3. Personal Protective Equipment (PPE)

Employees shall wear PPE whenever appropriate.

Required PPE may include:

- Disposable gloves
- Safety glasses
- Face mask or respirator (when necessary)
- Closed-toe, non-slip shoes
- Protective apron

- Knee pads
- Hearing protection when using loud equipment

Replace damaged PPE immediately.

4. Chemical Safety

Always:

- Read product labels before using.
- Never mix chemicals.
- Keep chemicals in labeled containers.
- Store chemicals away from children and pets.
- Use products only according to manufacturer instructions.
- Ventilate rooms when using chemicals.

Never mix:

- Bleach + Ammonia
- Bleach + Vinegar
- Bleach + Alcohol
- Different drain cleaners

These combinations can create toxic gases.

5. Bloodborne Pathogens

Employees are not required to clean blood or bodily fluids unless trained and authorized.

If blood or bodily fluids are encountered:

1. Stop working.
2. Notify supervisor.
3. Wear gloves.

4. Use approved disinfectants.
5. Dispose of contaminated materials properly.
6. Wash hands thoroughly.

Never touch blood with bare hands.

6. Slip, Trip & Fall Prevention

Always:

- Place Wet Floor signs.
- Wipe spills immediately.
- Keep the cords organized.
- Wear slip-resistant shoes.
- Keep the walkways clear.
- Use caution on the stairs.

Never run inside customer properties.

7. Safe Lifting

Before lifting:

- Test the weight.
- Bend knees.
- Keep your back straight.
- Hold the load close.
- Lift with your legs.

Never twist while lifting.

Ask for help with heavy items.

8. Electrical Safety

Never:

- Use damaged cords.
- Operate equipment with exposed wiring.
- Pull cords from the wall by the wire.
- Use electrical equipment in standing water.

Disconnect equipment before maintenance.

9. Equipment Safety

Only trained employees may operate:

- Vacuums
- Carpet cleaners
- Floor scrubbers
- Pressure washers
- Steam cleaners

Inspect equipment before each use.

Remove damaged equipment from service immediately.

10. Bathroom & Kitchen Cleaning

Bathrooms contain bacteria and viruses.

Always:

- Wear gloves.
- Use separate cloths for toilets.

- Sanitize high-touch surfaces.
- Wash hands after cleaning.

Kitchen procedures:

- Separate bathroom and kitchen supplies.
- Sanitize countertops.
- Never use toilet cloths in kitchens.

Color-coded microfiber towels are recommended.

11. Biohazard Procedures

Employees should not clean:

- Human waste beyond routine restroom cleaning
- Drug paraphernalia
- Needles
- Animal carcasses
- Mold covering large areas
- Sewage backups

Notify management immediately if these hazards are discovered.

12. Heat Illness Prevention

When working outdoors:

- Drink water regularly.
- Take breaks in shade.
- Wear light clothing.
- Watch for dizziness or nausea.

Call 911 immediately if someone becomes confused or unconscious from heat.

13. Vehicle Safety

Employees driving company or personal vehicles for work must:

- Wear seat belts.
- Obey traffic laws.
- Never text while driving.
- Secure cleaning equipment.
- Report accidents immediately.

14. Injury Reporting

Report all injuries immediately, even minor ones.

Information to report:

- Date
- Time
- Location
- Witnesses
- Description
- Photos if possible

Prompt reporting helps ensure appropriate medical care and documentation.

15. Emergency Procedures

Fire:

- Evacuate immediately.
- Call 911.

- Do not use elevators.

Medical Emergency:

- Call 911.
- Notify supervisor.
- Stay with injured person if safe.

Chemical Exposure:

Eyes: Flush with water for at least 15 minutes.

Skin: Wash thoroughly with soap and water.

Inhalation: Move to fresh air immediately.

16. Violence & Harassment

Employees should leave immediately if they encounter:

- Threats
- Violence
- Weapons
- Aggressive customers
- Illegal activity

Notify management immediately.

Fairytale Cleaning maintains zero tolerance for harassment or discrimination.

17. Communicable Illness

Employees should not report to work if they have:

- Fever

- Vomiting
- Diarrhea
- Contagious illness

Wash hands frequently.

Use gloves whenever appropriate.

18. General Safety Rules

Employees shall:

- Be professional at all times.
- Never smoke inside client properties.
- Never bring unauthorized visitors.
- Never use customer belongings.
- Never consume customer food without permission.
- Lock doors when leaving.
- Keep customer information confidential.
- Report unsafe conditions immediately.

19. Employee Acknowledgement

I acknowledge that I have received the Fairytale Cleaning Employee Safety Manual.

I understand that I am responsible for following all company safety procedures.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor: _____



