

CONTRACTOR FIELD GUIDE

Master Contractor Training Manual

Retail Sanitation Excellence

Safe. Visible. Finished before the doors open.

Every standard in this manual protects three things: your safety, the store's reputation, and the contract that pays for the work.

WHAT'S INSIDE

- Professionalism, safety & conduct
- Pre-shift mobilisation & site logistics
- Exterior power washing
- Window & glass maintenance
- Safety mats & refrigerated doors
- Walk-in cooler sanitation
- Final inspection & departure

HOW TO USE THIS MANUAL

Your shift, start to finish

This manual is the single operating standard for every Always Clean Maintenance contractor working a retail site. It is organised in the order your shift actually happens — arrive, prepare, wash, detail, inspect, hand over. Read it once in full before your first shift, then use it in the field as a reference.

Before your first shift

Read every section. Confirm you hold the tickets and equipment listed in Sections 2 and 4.

During the shift

Work the section that matches your task. Follow the numbered sequences exactly — the order prevents re-contamination.

Before you leave

Run the Departure Checklist on the final page with the store manager present.

The four non-negotiables

If you remember nothing else from this manual, these four standards apply on every site, every shift, without exception.

01 Safety gear on, start to finish

High-visibility vest and rubber boots for the entire shift. Wet floor signs placed before water touches the floor.

02 Finished before the doors open

You are on site 2.5 hours before opening. Customer-facing assets are clean, dry and back in place at open.

03 Treat every person as gold

Managers, staff and customers. Eye contact, a smile, a friendly "Hi". Your demeanour is judged as closely as your work.

04 Never leave without a walkthrough

Find the manager or night lead, confirm completion, invite inspection, and fix anything they flag on the spot.

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SECTION

1

Professionalism & Safety

The "Client as Gold" standard

The Always Clean Maintenance brand is built on far more than technical cleaning. It is founded on professional presence, absolute safety compliance and a customer-first culture. We are the face of sanitation for high-traffic retail environments, and our performance directly affects the store's reputation and Always Clean's client retention. Every shift is an opportunity to reinforce our status as elite service providers.

1.1 Mandatory operational standards

Safety is non-negotiable. Deploy the following without exception.

- **Safety vests.** Wear a high-visibility vest for the entire duration of the shift.
- **Rubber boots.** Rubber footwear is mandatory for all cleaning and power washing operations, for both personal safety and grip.
- **Wet floor signage.** Place signs prominently at storefront doors and at any interior work area — coolers, mats — **before** water touches the floor.
- **Hazard mitigation.** Once the store opens, execute a "Zero Trip Hazard" policy. No hose may run across a storefront or a customer walkway.

CRITICAL

Signage goes down **before** the water, not after. A wet floor sign placed after the first splash has already failed its purpose.

1.2 Interpersonal excellence: the "Treat as Gold" philosophy

Treat every store manager, staff member and customer as gold. Your demeanour is as important as your cleaning results.

- **Be visible and engaged.** Do not ignore store personnel. If you make eye contact, smile and offer a friendly "Hi."
- **Build rapport.** Be chatty and courteous with store managers and assistants. A friendly working relationship produces smoother operations and higher client satisfaction.

- **Professional respect.** Maintain a respectful tone in every interaction. This professional foundation sets the stage for the rigorous physical preparation required during the pre-opening window.

“Our performance directly impacts the store's reputation and Always Clean's client retention.”

Where shifts go wrong

- ✗ Vest or boots removed once the physical work heats up.
- ✗ Wet floor signs set out after the first splash instead of before.
- ✗ A hose left running across the entrance after the store has opened.
- ✗ Walking past staff without acknowledging them.

SECTION RECAP

100%

of the shift in a high-visibility vest and rubber boots.

Before

water touches the floor, the wet floor sign is already down.

Zero

hoses across storefronts or walkways once doors open.

SECTION

2

Pre-Shift Mobilisation

Site logistics and the 150-minute window

Timing is the foundation of operational success. Our brand is built on the 150-minute pre-opening window — a strategic countdown in which all high-impact cleaning must be completed before the first customer enters.

2.1 The 150-minute countdown

Arrival times are strictly dictated by store opening hours. You must be on site **and ready to work** 2.5 hours before the doors open — not arriving at that time, but working.

STORE OPENING TIME	MANDATORY START TIME	WORKING WINDOW
7:00 AM	4:30 AM	150 minutes
8:00 AM	5:30 AM	150 minutes

STAFFING

Two-person staffing mandate. If the work order includes interior cooler and freezer doors, deploy a two-person team. One contractor manages exterior power washing and buggy maintenance while the other executes interior detailing — meeting the opening deadline with zero disruption.

2.2 Site activation protocol

On arrival, execute these steps immediately.

- 1 Verify water supply.** Confirm the storefront water tap is functional. This is your primary source for all exterior assets.
- 2 Secure entry.** Phone the store first. If that is unsuccessful, tap on the window, or access the rear loading bay / receiver area.
- 3 Parking management.** Immediately block off the parking stalls adjacent to the buggy huts. This guarantees full access for cleaning and prevents accidental overspray onto customer vehicles.

2.3 Supply chain coordination: waste hauler strategy

When a waste hauler arrives to pull bins, take charge of the interaction. Meet the driver, build rapport, and obtain their direct phone number. Bypassing dispatch through direct communication is the only reliable way to get accurate ETAs and prevent scheduling delays.

ACCOUNTABILITY

If a hauler is delayed or fails to arrive, you **must** report it to the store manager during your final walkthrough. This is what protects Always Clean from being held responsible for full bins.

Where shifts go wrong

- ✗ Arriving at the mandatory start time rather than being ready to work at it.
- ✗ Sending one contractor to a work order that includes cooler and freezer doors.
- ✗ Discovering a dead water tap after the countdown has already started.
- ✗ Leaving buggy hut stalls open, then working around parked customer vehicles.
- ✗ Relying on the hauler's dispatch line instead of the driver's direct number.

SECTION RECAP

150 min

from mandatory start to the doors opening.

2 people

whenever interior cooler and freezer doors are on the work order.

1 number

the hauler driver's direct line, taken on the spot.

SECTION

3

Exterior Power Washing

Baskets, buggies, huts and storefront

We use a surface-first cleaning sequence to prevent re-contamination and to ensure every customer-facing asset is clean **and dry** by opening time. The order below is not a suggestion — cleaning assets before their surroundings guarantees you clean them twice.

3.1 Hand basket and buggy sequence

- 1 **Area prep.** Clean the concrete and wall surfaces first, so that no dirt blows back onto clean assets.
- 2 **Detailing.** Remove all gum, tape and food residue from the interior of every basket.
- 3 **Hot water command.** Use a hot water power washer on all five sides of the basket — the bottom and four walls. Cold water is acceptable on some surfaces, but hot water is mandatory for gum and stain removal.
- 4 **The "First 50" rule.** As soon as the first 50–60 baskets are clean, stack them and move them inside. They must be dry the moment the store opens.
- 5 **Buggies.** Once the baskets are 50% complete, switch to cleaning a full row (approximately 20) of buggies to maximise drying time.

5 sides

Every basket: bottom plus four walls. No exceptions.

50–60

Baskets cleaned before the first batch moves inside to dry.

~20

Buggies per row, started once baskets are half done.

3.2 Buggy hut critical care

Exercise extreme caution with roofs made of hollow-channel or perforated plastic.

DO NOT PRESSURE-WASH

The warning. High-pressure washing forces water and silt *into* the hollow channels, permanently trapping grime. Damage here is not recoverable — the hut will look dirtier after washing than before.

- **The command.** Use a scrub brush on the top and the underside, then follow with a light rinse only. Never direct pressure into the perforated holes.

- **Total clean.** Blow out all silt and dirt from inside the hut. Collect and bag all garbage — do not leave debris on the ground.

3.3 Storefront and debris management

- **Interior mop-up command.** Power washing exterior storefront doors *will* push water inside. You must mop the interior side of the doors and the vestibule floor immediately after washing the exterior.
- **Feathering technique.** Use a dustpan and broom for heavy debris. For remaining silt or sand, feather it out over a wide surface area until it is unnoticeable.
- **Holistic finish.** Rinse surrounding items — garbage cans, dusty fixtures — so the whole frontage reads as clean, not just the area you washed.

Where shifts go wrong

- ✗ Washing baskets before the surrounding concrete and walls, so dirt blows back.
- ✗ Cold water on gum and stains — it will not lift them.
- ✗ Cleaning four sides of a basket and skipping the bottom.
- ✗ Pressure-washing a hollow-channel or perforated hut roof.
- ✗ Washing exterior doors and leaving the water that ran inside.
- ✗ Leaving swept debris in a pile on the ground instead of bagging it.

SECTION RECAP

Hot water

mandatory for gum and stain removal.

Brush only

on perforated and hollow-channel hut roofs, then a light rinse.

Mop inside

immediately after washing exterior storefront doors.

SECTION

4

Window & Glass Maintenance

Precision work and curb appeal

Glass clarity is the single biggest driver of curb appeal. Follow the systematic "inside-out" approach below for maximum impact.

4.1 Specialised tool kit

ITEM	PURPOSE / REQUIREMENT
15 ft poles	Windows up to 15 feet.
Scissor lift ticket	Mandatory for any high-dusting or window work exceeding 20 feet.
Swivel equipment	Swivel mops and swivel-handle squeegees.
Triumph scrapers (6-inch)	Total tape and suction cup removal.
Step ladders	Mandatory for windows with protruding frames that obstruct ground-level squeegeeing.

4.2 The "inside-out" priority and sill protocol

Clean interior glass first, prioritising vestibules and food-sensitive areas such as Produce.

- **Sill obstruction protocol.** If one or two items sit on a sill, move them, clean the glass, and have staff replace them. If the sill is heavily obstructed, consult the store manager for instructions before proceeding.
- **Discretion.** Keep buckets to the side, and stay alert for customers whenever you are working with poles.

4.3 Microfiber and sill technique

Deploy a mandatory two-cloth system. The cloths never swap roles.

Cloth 1 — Wet rag

Strictly for wiping water and grime from sills and floors.
This cloth never touches glass.

Cloth 2 — Lint-free microfiber

High quality, and the only cloth that touches the glass.
Use it to polish out streaks, drips and fingerprints.

4.4 Signage management

COMMAND

Never clean around a sign. Use your Triumph scraper to get behind the tape or suction cups, remove the signage, clean the glass, and replace the sign professionally.

Where shifts go wrong

- ✗ Going above 20 feet without a scissor lift ticket.
- ✗ Wiping glass with the same rag used on sills and floors.
- ✗ Cleaning around a sign instead of removing and replacing it.
- ✗ Clearing a heavily obstructed sill without asking the manager first.
- ✗ Leaving a bucket in a walkway while working overhead with a pole.

SECTION RECAP

15 ft

the reach of a pole; beyond 20 ft you need a scissor lift ticket.

2 cloths

wet rag for sills and floors, microfiber for glass only.

Inside first

starting with vestibules and food-sensitive areas.

SECTION

5

Interior Specialty

Safety mats and refrigerated doors

Interior operations are governed by two ideas: zero disruption to customers, and staff safety. You are working in an active retail space — how you work matters as much as what you clean.

5.1 Anti-fatigue mat protocol

Target all rubber mats behind registers and service desks, and in the deli, bakery, pharmacy and meat departments.

SCOPE LIMIT

The **"do not touch" rule**. Clean rubber anti-fatigue mats only. Carpet mats are serviced by a third party — do not touch them under any circumstances.

- **Timing.** Mats must be scrubbed, dried and replaced before opening.
- **The 30-minute allowance.** If it is unavoidable, you have a maximum of 30 minutes post-opening to replace mats — and only if you hand-dry them with a rag first.

5.2 Cooler and freezer door detailing

Maintain the zero-disruption mandate for customers throughout.

- **Pattern recognition.** Scour the glass for fingerprints, milk drips, toppings and ice cream sauces. Use your scraper to remove suction cup displays before cleaning.
- **Quick wipe method.** For interior freezer glass, perform a fast wipe with a dry rag and close the door immediately to prevent frost build-up.
- **Safety.** Keep wet floor signs in place and mop up drips the moment they happen.

Where shifts go wrong

- ✗ Cleaning carpet mats — they belong to a third-party contractor.
- ✗ Returning a mat to the floor still wet.
- ✗ Leaving a freezer door open long enough to build frost on the glass.

- ✗ Cleaning glass around a suction cup display instead of removing it.

SECTION RECAP**Rubber only**

anti-fatigue mats. Never carpet mats.

30 min

absolute maximum post-opening to replace mats, hand-dried first.

Fast wipe

on freezer glass, then close the door immediately.

SECTION

6

Walk-in Cooler Sanitation

Post-closing operations

This is a critical hygienic task and it requires precise coordination with store leadership. Confirm the store has completed its preparation before you begin.

6.1 Equipment and preparation

- **Electric power washers.** Hook these to the store's hot water supply.
- **Water management.** Deploy a shop vac and mop for any cooler where the floor drains are non-functional.
- **Product coordination.** Ensure the store has placed all product on pallets, then pull the pallets out of the cooler before beginning.

6.2 Sanitation workflow

- 1 **Clearance.** Remove all bakery racks and pallets.
- 2 **Execution.** Power wash the walls, shelves and floors.
- 3 **Safety caution.** Exercise extreme care around electrical components, especially in dairy coolers.

ELECTRICAL HAZARD

Water and live electrical components share this space. Slow down, identify every panel, outlet and fan unit before you start spraying, and never direct a stream toward one.

Where shifts go wrong

- ✗ Starting before the store has placed all product on pallets.
- ✗ Washing around pallets and racks rather than pulling them out first.
- ✗ Assuming the floor drains work — check before you introduce water.
- ✗ Spraying near dairy cooler electrical components.



SECTION RECAP

Hot supply

power washers hooked to the store's hot water.

Empty first

all bakery racks and pallets out before washing begins.

Shop vac

on hand wherever floor drains are non-functional.

SECTION

7

Final Inspection & Departure

The last impression

The last impression cements our premium status. Never depart a site without a formal handover — a completed job that nobody witnessed is, from the client's point of view, an unverified one.

7.1 The manager walkthrough

Locate the manager or night lead before leaving.

- **Communicate completion.** State explicitly that all tasks on the work order are done.
- **Provide insight.** If a waste hauler was delayed, inform the manager now so they are aware of the situation.
- **Invite inspection.** Walk the manager through the site, specifically highlighting the walk-in coolers and the clarity of the freezer doors.

7.2 Final satisfaction check

IMMEDIATE REDO

The immediate-redo policy. If the manager identifies a missed fingerprint, streak or spot during the walkthrough, correct it on the spot. No debate, no scheduling it for next visit.

Where shifts go wrong

- ✗ Leaving site without finding the manager or night lead.
- ✗ Assuming the manager already knows a waste hauler failed to arrive.
- ✗ Describing the work instead of walking the manager through it.
- ✗ Booking a flagged defect for the next visit rather than fixing it now.

SECTION RECAP**Every shift**

ends with a face-to-face handover.
No exceptions.

Highlight

walk-in coolers and freezer door
clarity during the walk.

On the spot

any defect the manager identifies is
corrected before you go.

Our goal is a sanitised, safe and professional retail environment that exceeds expectations every single shift.

APPENDIX

Shift departure checklist

Work through this list with the store manager or night lead present before you leave the site.

Safety and site condition

- ☐ All hoses coiled and removed from storefronts and customer walkways
- ☐ Wet floor signage collected once floors are dry
- ☐ All garbage and swept debris bagged and removed from the ground
- ☐ Parking stalls adjacent to buggy huts unblocked and reopened

Customer-facing assets

- ☐ First 50–60 baskets clean, dry and stacked inside
- ☐ Buggy rows washed and dried
- ☐ Buggy hut scrubbed, rinsed and blown clear of silt
- ☐ Interior vestibule floor mopped after exterior door washing
- ☐ All removed signage replaced professionally
- ☐ Rubber anti-fatigue mats scrubbed, dried and returned to position

Handover

- ☐ Manager or night lead located and completion confirmed verbally
- ☐ Waste hauler status reported (if delayed or a no-show)
- ☐ Walkthrough completed — walk-in coolers and freezer door clarity highlighted
- ☐ Any item flagged by the manager corrected on the spot

Contractor acknowledgement

I have read, understood and agree to work to every standard set out in this Master Contractor Training Manual.

Name

Site

Date

Signature

Terms used in this manual

Pre-opening window

The 150 minutes between your mandatory start time and the store unlocking its doors.

Zero disruption

Interior work carried out without blocking, delaying or endangering a customer or a member of store staff.

Surface-first

Cleaning the ground and walls around an asset before the asset itself, so debris cannot blow back onto clean work.

Immediate redo

Any defect the manager identifies at walkthrough is corrected before you leave the site.