

ProServe Facility Training — Site Handbook

Field edition • Revision 4 • For onboarding and daily reference

1. Before your shift

Sign in at the supply room terminal. Confirm your zone assignment and check the daily hazard board.

Collect your PPE: gloves, safety goggles, and any task-specific equipment listed on your work card. Report missing or damaged PPE to your supervisor before you begin.

2. Reporting a risk

If you see a hazard — a spill, a damaged machine, a blocked exit — secure the area first, then report it immediately using the "Report a risk" link on this portal.

Never clean up an unknown chemical spill without confirming what it is. When in doubt, cordon the area and call your supervisor.

3. Chemical safety

Always follow the dilution chart. Wear the PPE specified for each product. Store chemicals in their labelled original containers only.

Never mix chemicals. Bleach and ammonia, or bleach and acid cleaners, release toxic gas. If two products are used in the same area, rinse thoroughly between them.

4. Daily procedures

Follow the step cards for restrooms, office floors, and waste sorting exactly as written. Each step exists for hygiene, safety, or compliance reasons. Do not skip steps to save time.

5. Machines

Only operate machines you have been trained and signed off on. Complete the pre-start check before every use and log any fault. Never leave a running machine unattended.

6. End of shift

Return and clean equipment, secure chemicals, log completed zones, and report anything outstanding. Sign out at the terminal.

This handbook is a reference summary. It does not replace on-site training or your supervisor's instructions.