As one of Australia’s leading department stores, MegaMax applies high standards of housekeeping. As an employee, you make an important contribution to the maintenance of these standards. The following guidelines have been formed to assist you:

1. **Cleaning.**

MegaMax employs professional cleaners. Each store is cleaned from 5am to 7am. The daily cleaning routine includes:

- Vacuuming of all carpeted areas
- Cleaning all hard floor areas (wood, vinyl etc)
- Dusting of all areas
- Emptying and cleaning of all rubbish receptacles

**MegaMax employees are not expected to perform these duties.**

Your responsibility is:

- To keep your department clean and tidy during the day, including the maintenance of all displays/display areas and walkways
- To keep all counters (including glass surfaces) clean
- To keep all point of sale areas clean
- To maintain tidy change room areas (where applicable)

Check with your Department Manager for your allocated daily housekeeping duties.

Department managers are required to do a “floor check” at least 4 times per day. During this check, they will pay close attention to your housekeeping standards and report any areas of concern to the Store Manager.

2. **General housekeeping equipment.**

Each department should have the following equipment:

- Cleaning fluid (spray bottle)
- Cleaning cloth/s
- Glass cleaning fluid
- Chamois for cleaning glass
- Feather duster
- Hand-held cordless vacuum unit

This equipment is to be used during the day for general housekeeping within the department.
3. **Specialised housekeeping/cleaning equipment.**

As an employee, you are responsible for general cleaning and tidying of your own department, and should take care of most situations without referring to your manager. Only when specialised equipment is required should you seek assistance.

Each floor of the MegaMax store has its own cleaning equipment, which is kept in a locked cleaners’ storeroom. Department Managers have a key to the cleaners’ storeroom. The only exception is Café Max staff, who have been trained in the use of specialised cleaning equipment and have access to the storeroom at all times.

The specialised equipment includes:

- Heavy duty vacuum cleaners
- Industrial floor cleaner/polisher
- 4 x industrial mop & bucket
- Supplies of cleaning fluids, cloths and other general cleaning equipment
- Rope banners for sectioning off hazards (eg spills)
- “Caution Wet Floor” and other hazard signs

Because general MegaMax staff are not trained to use this specialised equipment, any incidents that require specialist cleaning (for example, a major spill on the carpet) are to be immediately referred to your Department Manager who will arrange for the on-call cleaner to attend the area. Should your Department Manager not be available, contact the nearest Manager you can find, or a staff member from Café Max.

4. **Spills and/or other hazards.**

In the event of an accident or spill in your area, the following process is to be applied:

1. Notify your Department Manager immediately.
2. Remain in the affected area, directing customers away from the hazard.
3. Your Department Manager will bring the rope banners and hazard signs to section off the area.
4. The hazard will be removed, either by staff (in the case of a minor spill), or by the on-call cleaner.
5. Once the hazard is removed, the area can be re-opened and signs removed.

In hazardous situations, your first priority must be to protect the safety of customers and staff. Never leave a spill or hazard unattended.

Should a customer or staff member be injured during an incident, refer to the guidelines for handling incidents in the safety module of this Store Operations Manual.
5. **Removal of general waste.**

The cleaners remove all waste each morning as part of their contract. Your responsibility in this area is:

- To ensure that waste in your department is disposed of in an environmentally responsible manner, and use the coloured bins as follows:

![Image of coloured bins]

Separating waste in this manner does not take any extra time, and allows MegaMax to recycle approximately 90% of all its waste, which is in line with environmental standards across Australia.

- All other types of waste such as food scraps go into the white bins for general disposal.

![Image of white bin]

Cardboard boxes and/or cartons are to be placed outside the cleaner’s storeroom at the end of each day. The cleaners will then take them to the compactor, flatten and compact them then bundle the flattened cardboard for removal on Tuesdays and Fridays.

6. **Environmental responsibilities.**

MegaMax adheres to Australian Environmental Protection Authority guidelines, and all staff are required to apply the following principles:

**Before disposing of waste, consider:**

- **Can this waste product be eliminated?** Is there a way of improving practices so that this product can be reduced? An example of this would be unnecessary plastic packaging on merchandise. If you see an opportunity to REDUCE, advise your Department Manager.
- **Can this waste product be reused?** Does it really need to be thrown out? Examples could include reuseing glass bottles, and reuseing plastic bags and/or wrap. If you see an opportunity to REUSE, advise your Department Manager.
- **Can this waste product be recycled?** If so, it belongs in one of the coloured bins. If you see further opportunities to RECYCLE, advise your Department Manager.
7. **Personal hygiene.**

MegaMax employees are expected to maintain high a standard of personal hygiene at all times. Your personal hygiene contributes to the overall high standards of cleanliness at MegaMax. The following guidelines apply:

- Hands (including fingernails) to be clean at all times, and washed regularly
- Uniforms (including shoes and accessories) to be immaculately clean at all times
- Hair to be clean at all times

Staff in the Cosmetics Department are to follow specific hygiene procedures when involved in the application of makeup products. These specific procedures can be found in the Cosmetics Department manual that is kept in the main point of sale area. Further information on personal hygiene standards can be found in the MegaMax Dress Standards policy, in the Store Operations Manual.

8. **Consumable items.**

Some MegaMax departments deal with consumable items. Department Managers generate an “End Date” report each month to notify them of items that are due to reach their use-by date in the next 40 days. These items can then be marked-down or re-merchandised accordingly.

When dealing with consumable items, ensure that you follow the manufacturer or supplier’s instructions. For example, the Sporting Goods Department carries several sunscreen products. The manufacturer recommends that these are stored below 30°C, therefore the sunscreen displays are placed out of direct sunlight and close to airconditioning.

9. **Staff room/s and kitchen areas.**

MegaMax provides excellent facilities to all employees, including a fully furnished staff room and kitchen on each floor. Because these facilities are provided for the convenience and enjoyment of all employees, they are to be kept clean at all times by those who use them. Please observe the following guidelines:

- If storing food in the fridge, clearly mark it with your name. Fridges are emptied and thoroughly cleaned EVERY SUNDAY NIGHT by the cleaning staff.
- Sink areas are to be cleaned each time you use them. The cleaners are NOT responsible for washing dishes, so please wash and dry whatever dishes, cutlery and utensils you use.
- The microwave oven is thoroughly cleaned EVERY SUNDAY NIGHT. If you use the microwave, please ensure it is left clean after use.
- If you use the staff room, leave it clean behind you. The room is thoroughly cleaned and all items such as magazines REMOVED every Sunday night.

Non-compliance with these guidelines could result in the removal of these facilities.
Specific housekeeping standards apply to the Café Max area. In addition to the general housekeeping standards explained previously in this module, all café staff are to apply the following procedures:

1. **Removal of food/liquid waste material.**

   In addition to following the general guidelines for waste disposal (as outlined in point 5 above), two industrial bins are located at the outside entrance of the Café area. These are to be used for the removal of food and liquid waste material, as follows:

   - **MAROON BIN:** Oil products ONLY
   - **GREEN BIN:** Food scraps ONLY

   An external company empties maroon bins on TUESDAY and FRIDAY afternoons.
   An external company empties green bins on MONDAY and THURSDAY afternoons.

2. **Cleaning of kitchen area.**

   Café staff are responsible for the daily cleaning of the kitchen area. The cleaners thoroughly clean the whole kitchen area ONCE per month. The Café Manager is responsible for rostering all Café staff on the cleaning roster.

3. **Cleaning of food preparation area/s.**

   Café staff are responsible for the regular cleaning of the food preparation area/s. All staff are to apply the “Clean as you go” principle; that is, every time that food is prepared, the area is to be cleaned immediately and all goods returned to their rightful place.

4. **Cleaning of fridge/s.**

   All staff are to keep fridge/s clean at all times. The Café Manager is responsible for ensuring that consumable items are disposed of appropriately at the end of each week.
5. **Cleaning of eating area/s.**

The eating area/s of the Café are to be kept immaculately clean at all times. To achieve this, all Café staff are to apply the following procedures:

- All tables and/or chairs are to be cleared and cleaned as soon as the customer/s leave.
- Anti-bacterial cleaning fluids are to be used at all times.
- At the end of each day’s trading, all chairs and tables are to be thoroughly cleaned and chairs are to be stacked on top of tables so the cleaners can wash all the floor areas.

6. **Cleaning of food display area/s.**

Food display area/s such as the bain-marie, fruit stands and sandwich bar are to be kept immaculately clean at all times. Staff rostered on the point of sale area are responsible for this. Anti-bacterial cleaning fluids are to be used at all times.

7. **Cleaning of specialised equipment.**

Café equipment varies in different MegaMax stores, however the following general guidelines apply:

- Coffee machines to be fully dismantled and thoroughly cleaned at the end of each day.
- Meat slicers to be fully dismantled and thoroughly cleaned at the end of each day.
- Ovens to be thoroughly cleaned at the end of each day.

All other equipment is to be cleaned and maintained according to the Department Manager’s instructions and/or manufacturer’s guidelines.

Finally, remember that customers judge MegaMax on its appearance.

Following these housekeeping guidelines will ensure that they always see a clean and well organised store and enjoy a positive shopping experience.

🌟 CLEAN AS YOU GO 🌟

DON’T LEAVE YOUR MESS FOR OTHERS TO CLEAN UP