MaxSurf aims to create a happy, clean and safe environment for both staff and customers.

We also aim to be environmentally responsible by recycling wherever possible. As an employee, you play an important role in keeping MaxSurf stores clean, presentable and attractive.

Being familiar with the content of this module will ensure that you:

- Understand and apply personal hygiene procedures and standards
- Remove and dispose of waste according to policy and procedures
- Know the correct signage to use in the event of a spill or other hazard
- Maintain and store consumable items appropriately
- Maintain all shop areas in a safe, uncluttered and organised manner
- Can clean the work area to required standards
- Remove spills, waste and other potential hazards efficiently
- Maintain, clean and store equipment according to instructions
- Use tools and equipment according to instructions and regulations
- Carry out all routines safely, effectively and with minimum disruption to store operations

This module contains the following information:

- MaxSurf’s housekeeping guidelines
- MaxSurf’s personal hygiene guidelines
- MaxSurf’s waste disposal policy
- MaxSurf’s recycling policy

A messy, disorganised and unclean store says ...

“MaxSurf doesn’t care about our stores, or your comfort and safety”

A tidy, organised and clean store says ...

“MaxSurf is proud of our stores, and we want you to be comfortable and safe while you shop with us.”
Section 1: Personal Hygiene procedures and standards.

“Personal Hygiene” is all about your cleanliness. Although MaxSurf does not sell food or food products, you still need to maintain a high standard of personal hygiene. The following guidelines apply:

- Hair is to be clean at all times
- Ensure that your breath is clean and fresh – especially after eating
- Hands, especially fingernails are to be kept clean at all times
- Clothes are to be clean at all times – if you are going to be doing any heavy or dirty work, use the aprons provided in the store room

Remember... you are the face of MaxSurf, and our customers will make judgements about your personal hygiene. Following these guidelines will ensure that those judgements are always positive.

Section 2: Cleaning the work area.

MaxSurf has high standards of cleanliness for all shop areas. We work as a team, so everyone is responsible for maintaining these standards. Of course... if you make a mess you should clean it up – but this doesn’t mean you can walk past a mess just because you didn’t make it yourself. If someone isn’t keeping the shop clean, let them know by politely mentioning that they haven’t tidied up or cleaned their area. If the problem continues, you should talk to your manager.

Cleaning must be done constantly – key areas to watch out for are:

- Change rooms – check several times a day, especially if the store has been busy. Never leave clothes in the change areas, and make sure mirrors are clean at all times.
- Walkways – you should always be on the look out for messy areas, spills or other hazards in areas where people walk. See the “spills” section for more information.
- Counter – this is one of the busiest areas in the shop, and one that customers will notice. All that belongs on the counter is the till. All other items are to be kept behind the counter, and the counter surface should be wiped over regularly to remove fingerprints and marks.
- Floors – once a week, the wooden floors need to be completely washed. This is a big job, so it’s done out of hours and two people are rostered to complete the task. Every one who works in the store will be rostered at some stage to do this.
- Display cabinets – check several times a day, especially if the store has been busy. Wipe the glass regularly to remove fingerprints and marks.
- Displays – check several times a day, especially if the store has been busy. Make sure that items are on the correct display, and that they are neatly arranged.
- Shop front – this is the first impression that customers get of MaxSurf, so you want it to be positive. Regularly check that the doorways are clean and clear. Windows may need cleaning daily or weekly – check for fingerprints and marks.
- Storeroom – it’s very easy for the storeroom to quickly become messy. Remember to put things back where you found them, and when putting new items in the storeroom always remember to stack them neatly and safely.

Our policy is simple:

- Before the store opens, walk around and tidy up any areas needing attention.
- All day, look at the store around you – tidy up any areas that need attention.
- When the store closes, walk around and tidy up any areas needing attention – before you go home.
Section 3: Removal and disposal of waste.

At MaxSurf, we aim to incorporate environmentally friendly practices into as many of our store operations as possible. One area where we can make a real difference is in the way that we remove and dispose of waste materials. We stick to the three “R”s...

Reduce – the first option... can we do without this?

This step involves reducing the amount of waste that has to be removed and/or disposed of. In recent years, MaxSurf has worked with a lot of our suppliers to reduce the amount of waste. For example, after lengthy discussions between MaxSurf and one of our clothing suppliers an agreement was reached whereby the supplier stopped packing each item of clothing in plastic wrap, this resulted in a saving of over 1 tonne of plastic wrap each year. It's not just our suppliers though, you also need to ensure that you are reducing the amount of waste being produced – for example; ask customers whether they want a bag (quite a lot will say no) – or use smaller carry bags for smaller items. In addition to the points above, you should look out for ways in which MaxSurf can reduce waste. If you have an idea, tell your manager.

Reuse – the second option... can we use this again?

So many items are disposed of when they could be re-used. An example of this is bubble wrap – in all MaxSurf stores, this is saved and re-used for wrapping sold items. Shoe boxes are also reused for storage and other things. Before you go to dispose of an item, ask yourself “could this be reused?”.

Recycle – the third option... can this be recycled?

You have probably noticed that we have 5 bins in every MaxSurf store. Each bin holds different categories of recyclable goods. Use them as follows:

**BLUE BIN**
- Aluminium cans
- Steel cans

**YELLOW BIN**
- All plastics

**GREEN BIN**
- All glass

**RED BIN**
- All glass

**GREY BIN**
- All paper
- All cardboard

Remember... putting the wrong waste in a bin (eg; putting glass in the plastics bin) can mean that the whole load is unable to be recycled. Please make sure that only the designated waste goes into each bin. Health regulations forbid recycling of food scraps in the shopping centres where MaxSurf stores are located, so all food scraps need to be disposed of in the main refuse bins... unless someone in your store recycles food for compost – ask your colleagues or your manager.

In addition to regular recycling, MaxSurf also saves clothing and other items for charity organisations. Before you throw something out, ask yourself “could this be useful to someone?”. Your manager can tell you where your store keeps items for charities.
Section 4: Remove spills and other potential hazards.

A spill in the MaxSurf store can be a potential hazard for staff and customers. Items left laying on the floor or in walkways can also put customers and staff at risk. Follow these steps:

1. Firstly, remember that food and drinks are not allowed inside the MaxSurf store. Signs are clearly posted on all entrance ways, but you still need to watch what people bring in to the store.

2. If a spill should occur, immediately section off the area. In the storeroom you will find rope barriers that can be erected around the hazardous area.

3. Immediately clean the spill. In the storeroom you will find cleaning equipment such as mops, buckets and cloths.

4. Once the spill is cleaned up, erect “Caution Wet Floor” signs all around the area. Only when the floor is dry can the signs be removed.

If the hazard is different to a wet floor caused by a spill, erect “Caution Hazardous Area” signs – these can also be found in the storeroom. If necessary, leave the rope barriers up around the hazard.

Although customers are always our first priority, we also have a responsibility to ensure that our store is a safe environment. If you are attending to a customer when a spill happens, politely excuse yourself and explain that you will be back as soon as you have removed the hazard.

Section 5: Maintain, clean and store equipment.

All of the cleaning equipment is kept in the storeroom. We follow a simple rule – if you use it, clean it before you put it back. This rule ensures that our equipment is always maintained and ready for use. If you find equipment that is not being stored correctly (or is being misused), please let your manager know. Cleaning products, cloths etc are purchased regularly to ensure that the store always has plenty available. Your manager organises this, so please let him or her know if stocks are getting low.

Section 6: Maintain and store consumable items appropriately.

Since MaxSurf doesn't sell food or drink items, there is very little consumable items in the store. Products such as surfboard wax and sunscreen need to be stored in a dry, cool place so they don’t “spoil”. If you bring your own food to work, please store it in the kitchen area – there is a fridge available for your use.

Section 7: Use tools and equipment.

All of the equipment in your MaxSurf store needs to be in working order at all times. Again, the rule is simple – put it back in the same condition you found it. All the instruction booklets for the store’s equipment are kept in the manager's office – if you’re unsure about using a particular tool or piece of equipment, ask for the instruction booklet.

If you discover equipment that is faulty or not in good working order, please let your manager know straight away so that the equipment can be fixed or replaced.