



CORPORATE & INDUSTRIAL CLEANING MANUAL

Key Accounts



Welwitschia Catering and Cleaning Services (Pty) Ltd **Track Record**

- ▶ Members of the Namibian Cleaning Contracts Association
- ▶ 100% Affirmative Action via the NPPC.
- ▶ Welwitschia has the necessary experience, intellectual property and know how.
- ▶ Our chemicals are all Intertek approved and environmentally friendly.
- ▶ Welwitschia is supported by a fully experienced regional office team in Rosh Pinah and Head Office in Windhoek.
- ▶ Welwitschia has 17 years experience in the Karas Region.
- ▶ We are supported by Acorn Financial Services (member of BIPA) who are the company accountants of Welwitschia Catering and Cleaning Services (Pty) Ltd.

Welwitschia Catering and Cleaning Services (Pty) Ltd **Sustainable Development Goals**

We Adhere to all Human Rights Policies as per United Nations Policy.

1 NO POVERTY

▶ We offer **fair remuneration** and **good company benefits**.

10 REDUCED INEQUALITIES

▶ We offer **peace and stability** in terms of **employee labour relations**.

▶ We are committed to **social upliftment in the communities** in which we do business.

8 DECENT WORK AND ECONOMIC GROWTH

▶ We have defined **policies and operating procedures** for all cleaning activities.

▶ We are **client centric** and **service driven**.

▶ We have the necessary **financial backing with a sound financial foundation**.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

▶ We strictly **adhere to Namibian legislation** in line with the Namibian Labour Act No.11 of 2007.

17 PARTNERSHIPS FOR THE GOALS

▶ **Sentratek Namibia is our preferred supplier** due to their cleaning competency and cleaning Intellectual Property (IP).

International Supplier

The key function is often overlooked. We work in an ever-changing environment & we need to be able to adapt to changes quickly & effectively.

The only way this is possible is to constantly evaluate our systems, creating valuable feedback & vital information to be used in the day to day running of your establishment. This allows us to provide immediate & effective information to assist you running your business.

Our consultant's report offer an unbiased overview of the hygiene systems in your kitchen. This information can be used to benchmark hygiene standards.

Our reports are clearly presented in a format that identifies risk or concern areas recommends actions to control areas.

All documents are kept in a Management System File which is the central source for all Health & Safety information:

- ▶ SABS Documentation ISO 9001-2015
- ▶ Intertek Certification
- ▶ Safety Data Sheets
- ▶ Training Register, Certificate & Course Contents
- ▶ Detailed Facility Reports
- ▶ Equipment Reports

These files are maintained by Geochem Consultants to assist management at all levels. It also helps to track trends & tendencies within your business.



Specialist Cleaning at Every level of the process



Office Cleaning and Disinfection.



Workshop Cleaning and Disinfection.



Bus, Truck, Bulldozer Heavy Duty Degreasing, Cleaning and Disinfection.



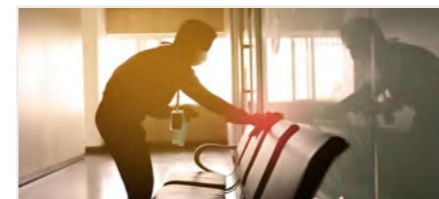
Mining Cleaning, Conveyor Spillage Cleaning.



Serviced Accommodation Cleaning and Disinfection.



COVID 19 Deep Clean and Disinfection.



Specialized Hospital Cleaning and Disinfection to CDC Standards.



Laundry Management Services to SANS 10146 Standards.



Adhoc Deep Cleaning: Carpet and Upholstery Cleaning, Strip and Seal of Wooden, Marley, Concrete Floors.

Our Approach to Green Cleaning.

- ▶ Safety of our employees.
- ▶ Safety of our environment.
- ▶ Improvement of our customers and health.
- ▶ All cleaning chemicals are accompanied by manufactures Safety Data Sheet (MSDS).
- ▶ All staff are trained.

Safety of our Employees

Welwitschia Catering and Cleaning Services (Pty) Ltd, has its own full SHEQ manual and system which outlines in detail all aspects of the company's Health and Safety Management System.

The organisation also has numerous policies in place to name a few;

- ▶ Health and Safety Policy.
- ▶ Environmental policy.
- ▶ Quality Policy.
- ▶ Risk Register, targets and objectives.
- ▶ All cleaning activities defined by Safe Standard Operating Procedure.

Our Employees

- ▶ Well documented training system, backed by quality monitoring system, verified by customer surveys.
- ▶ Constant improvement with employees through coaching, mentoring and latest healthcare trends.
- ▶ WCCS has a full-time skill based trainer.
- ▶ Training is done onsite inline with the Namibian Training Authority.



Our 6 Golden Rules

Wash your hands - **FIRST THING**, and the **LAST THING**.

Clean for **HEALTH** and **APPEARANCE**.

Ask yourself "Am I **CONTAMINATING** or Am I **CONTAINING**?"

Only do what **PROFESSIONAL** cleaners do.

Do your job right the **FIRST TIME - EVERY TIME**.

SMILE always, forever.

Safety of our Environment

- ▶ We actively recycle together with our customer requirements.
- ▶ We use eco safe and biodegradable cleaning chemicals and disinfectants.
- ▶ We use chemicals that are concentrated eliminating the carbon impact on transport and packaging.
- ▶ Smaller chemical inventory to prevent duplicate products.
- ▶ We adhere to our environmental policy.

Improvement of our Customers Health

- ▶ Eco safe chemicals diluted onsite to ensure no strong fumes or damage to equipment in the cleaning process.
- ▶ HEPA efficient vacuum cleaners for fresh air.
- ▶ High quality paper and restroom supplies.
- ▶ 70% NSI approved Hand sanitizer in the fight of COVID 19.
- ▶ Application of colour coded cleaning tools to prevent cross contamination in the workplace.



Disinfection Package Index 2020 - 2023

Specialist COVID 19 Deep cleaning using CDC approved disinfectant.

Post COVID infection ULV Disinfection of premises.

Hospital Standard cleaning and disinfecting guidelines adhered to Noninvasive – noncorrosive disinfectant applied in cleaning and fogging protocols.

Vaccination campaign for all employees.

We assure you of the best, internationally proven methods and products to meet your specific needs.

Hygiene at a critical time.
Unique circumstances in exceptional situations.



Specialist Strip and Seal Process for Floors

Daily cleaning – Maslin tool – Microfibre Top down System.

Weekly maintenance – High speed buffing.

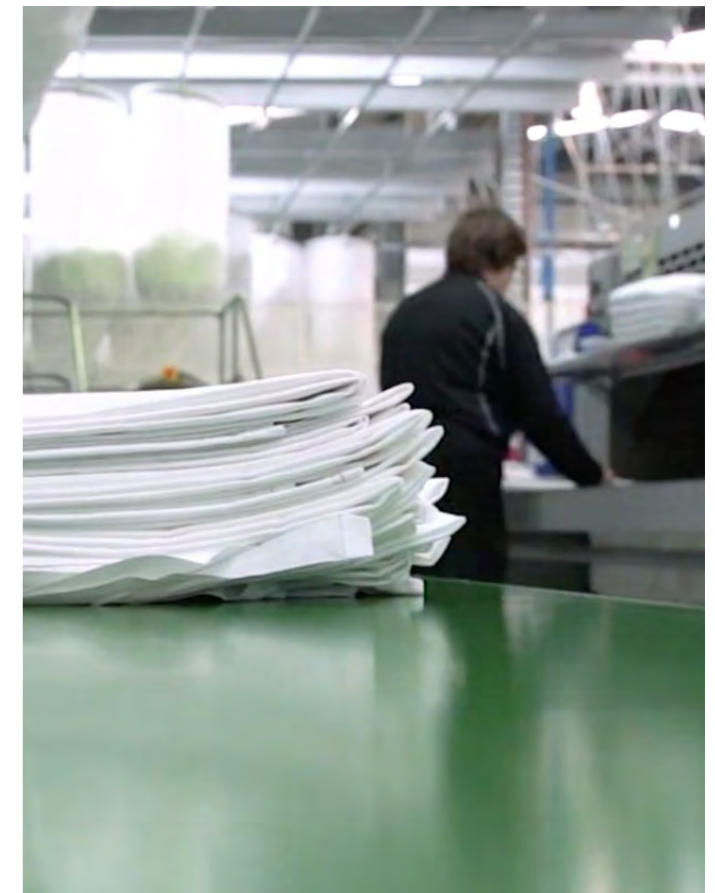
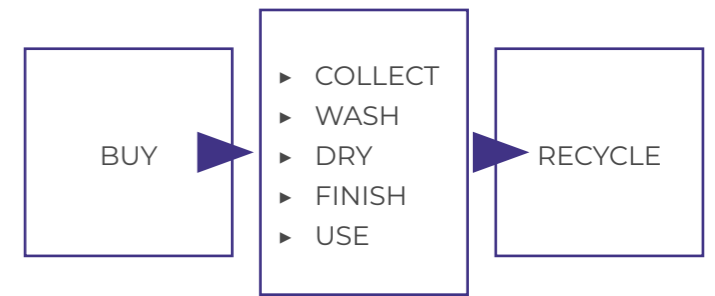
Monthly maintenance – High speed burnishing – touching up.

Bi-annual – annual maintenance – stripping/sealing/burnishing.



Laundry Process Management

- ▶ On-site Automated Dosing systems.
- ▶ Staff training on automation.
- ▶ Verification of results.
- ▶ Stock counts.
- ▶ Prolonged linen life program.
- ▶ The Laundry process simplified:



Approach to Daily Workspace Cleaning

Our Teams Make You Feel Welcome at Work.

 Acknowledgement	 Recognition	 Anticipation
 Flexibility	 Knowledge	 Skills
 Listening	 Recovery	 Pride

Index Safety/Standard Operating Procedure

- | | | |
|---|--|--|
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| 2. Mobile Trolley. | 25. Cleaning a Dough Mixer. | 46. Operating a High-Pressure Washer. |
| 3. Host Vacuum Cleaning. | 26. Cleaning a Dough Moulder. | 47. Cleaning of Busses. |
| 4. Ride on Scrubber. | 27. Cleaning a Proover. | 48. Cleaning of Earth Moving Equipment. |
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| 10. Colour Coded Buckets. | 33. Cleaning a Divider Machine. | 54. Cleaning of the leach Tanks. |
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| 22. Moving Portable Walkway Canopy. | 45. Washing, Stain Removing, | |



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