



Lojics Resource Services Limited

Make Ready – Six Weekly Clean Rapid Response Units

1 Introduction

This procedure describes the specification and procedures used to carry out the six weekly cleaning of the interior and exterior of the customer's Rapid Response Units (A&E Cars).

2 Scope

This procedure applies to the cleaning of the interior and exterior of all of the customer's RRU's that are made available for a six weekly deep clean.

3 Responsibility

It is the responsibility of the Contract Manager or his nominated deputy to ensure that the six weekly deep cleaning of the customer's RRU's is carried out as defined in the procedures set out below.

4 Authority

Only the Contract Manager following consultation with the customer has the authority to change the specification or processes set out in the procedures defined below. Any proposed revisions must be reviewed and authorised by the Group Support Manager prior to any changes taking place.

5 Frequency

Deep cleaning of the customer's RRU's takes place on a six weekly basis.

6 Procedures

6.1 Exterior Clean

1. Prior to commencing the six weekly deep cleaning process the LRS supervisor will ensure that the vehicle is available. This check is



Lojics Resource Services Limited

Make Ready – Six Weekly Clean Rapid Response Units

carried out with the customers operational management team or from designated fleet status information boards. When checked the RRU is released to the make ready team.

2. Each ambulance will be driven by an approved driver to the dedicated exterior wash bay in the relevant station. All doors and windows must be closed prior to any wash activity commencing.
3. Prior to commencing the exterior clean each operative will ensure that he/she is wearing the appropriate PPE designated by the company, high visibility vest or jacket, disposable gloves and safety shoes. Company uniform, polo shirt and cargo pants must be worn at all times whilst on duty.
4. Using the appropriate wash unit for the site, the ambulance should be pre- sprayed using a water/chemical mix. The whole vehicle should be sprayed including the road wheel and tyres.
5. Once sprayed a soft brush should be used to agitate all surfaces including the road wheels and tyres. Particular attention should be paid to ingrained dirt, scuff marks or bird droppings.
6. Once complete and using the appropriate wash unit, the chemical mix should be turned to the off position and the ambulance should be thoroughly washed to remove all soap and dirt residue, including the road wheels and tyres.
7. Prior to completion the vehicle should be rinsed using the glossing agent contained in Option 2 in the vehicle wash unit.
8. When complete the operative should note any new accident damage and record this on the VDI form for that evening.
9. The RRU should be driven to the dedicated make ready bay by an approved driver prior to the interior six weekly deep clean / make ready processes taking place.



Lojics Resource Services Limited

Make Ready – Six Weekly Clean Rapid Response Units

6.2 Six Weekly Deep Clean

1. Prior to commencing the interior cleaning process operatives should ensure that a) they have washed their hands, b) they wear a new pair of disposable gloves and c) the RRU has been stripped of all equipment and consumables and placed in an appropriate container/cage. All appropriate PPE specified by the company should be worn (as above).
2. Each operative should use the chemical/water mix specified by the customer. This mix should be used at the pre dispensed mixture strength from the spray bottles provided.
3. All hard surfaces should be lightly pre sprayed, including side and roof panels or in the case of cloth services a light spray should be applied to a blue paper roll pad and the surfaces should then be wiped over. A light spray should be applied to glass surfaces and the dashboard and instrument panel. Extreme care must be taken not to spray sensitive electronic equipment contained within the ambulance. Once the prespray has been completed, disposable paper roll should be used to wipe all surfaces. Following use, paper roll should be disposed of in the clinical waste bins provided.
4. All cupboards and locker spaces should be litter picked, pre-sprayed as above prior to being thoroughly cleaned using blue paper roll.
5. All items of equipment that have been previously removed from the ambulance must be thoroughly cleaned using the chemical water spray and blue roll.
6. A light scouring pad should be used on stubborn or ingrained stains but never on polished or laminate surfaces. Scourers are single use only and must not be used on more than one vehicle.
7. Operatives should lightly spray a pad of blue roll with the chemical/water mix and wipe all seats thoroughly. The areas should then be wiped with a dry pad of blue paper roll ensuring surfaces are dry. Cloth surfaces should then be vacuumed with a suitable Hoover.



Lojics Resource Services Limited

Make Ready – Six Weekly Clean Rapid Response Units

Where provided by the customer or specified in the contract all cloth surfaces should be cleaned with a wet & dry/steam cleaner as specified by the manufacturer. Great care should be taken not to soak the seating and whilst in use all access doors should be in the open position to allow steam/moisture to escape.

8. The RRU must now be completely restocked of equipment and consumables. See make ready – consumables SOP for full details.
9. When complete the operative should discard disposable gloves into the bins provided. Under no circumstances should disposable gloves be used to clean more than one RRU.

7 Auditing

LRS will ensure that audits of cleanliness take place each day. Audits will take place following completion of the cleaning process. 10% of RRU's will be selected for audit purposes.

If selected the RRU will be swab tested in the locations selected by the customer, (see SOP swab testing).

8 Training

LRS will ensure that suitable training is provided for interior and exterior cleaning. The Contract Manager will ensure that records of training are maintained. Training records will be maintained for a minimum of 2 years.