

Standard Operation Procedures

Introduction

Workers in car operations encounters many hazards on the job each day, Car wash operations vary, some common activities that if not performed correctly, can put workers life in danger.

Workers are to be aware of their surroundings Another possible hazards that may be present

- *Vehicle Inspection*
- *Towels Color-coding system*
- *Interior Cleaning*
- *Exterior Cleaning*
- *Finishing up*
- *Chemical Exposure*
- *Electrical Hazards*
- *Slips, Trips and Falls*
- *Vehicle Movement*
- *Machinery/Equipment Exposure*

Vehicle Inspection

Customer greeting and welcoming interaction should give you enough information about the customer's car wash preference.

- *Start by taking note of the vehicle's body conditions.*
- *Conduct the interior Inspection including all windscreen*
- *Take note of all the valuables placed inside and in the boot.*

Towel Color-coding system

Keep towel separate to extend their useful life.

- *Sponge gloves : exterior washing*
- *Yellow cloth: interior wiping (no chemical)*
- *Orange cloth: interior cleaning (no chemic*
- *Blue Cloth: windows (interior & exterior)*
- *Red cloth : exterior surfaces (no chemical)*
- *Cotton cloth : door panels*
- *Sponge : wheels and other grease/oil areas*
- *Purple cloth : for customer use*

Interior Cleaning

Cleaning the interior of the car is important for maintenance and value.

*Important for customer appearance and image.
Important for customer's health'*

- *Take out all of the valuables and stuff that could get in the way, such as work and gym bags children's toys, shoes, books and magazine.*
- *Take out all of the recyclable and place them in the recycling container.*
- *Remove all the trash and remember to keep the garbage bag onsite, since you may need to consult with the customer before throwing everything away.*

Cleaning The Central Console

- *Moisten a rag with management prescribed cleaner. Work from the cleanest areas to the dirtiest, leaving the grunge for last.*
- *Clean the dashboard area, steering wheel and center console. You also need to wipe down the gearstick and inside door pocket.*
- *Use a clean cloth or you'll be spreading the mess all over again.*
- *Use a rag or a vacuum cleaner to get the dust out of the cup holders.*

Cleaning The Windows

- *Dampen a microfibre towel with clean water, make sure towels are clean and not greasy*
- *Scrub windows using your microfibre towel, clean windshield, side windows, rear window and sunroof.*
- *Wipe with a circular motion constantly flipping the towel to the clean and dry side to remove any streaks.*
- *Pay attention to the corners and edges of the windows.*
- *If necessary, apply the cleaner and wipe down again*

*remove the floor mats so you can get to the grime
If the car has plastic mats, shake the dirt out, then hose
pressure washer and let them dry. If the car has
vacuum them inside the car depending on their*

*bottom using the appropriate nozzles for the various surfaces of the
Use a crevice nozzle to vacuum the seats, headliner and other upholstery areas*

*For hard plastic and vinyl, you should use the dusting brush. The floor
vacuum the carpet on the floor of the car.*

*For front seats, push the seats all the way forward and backward, then use
vacuum up any debris or grime from under the front seats.*

For leather seats, use a soft brush and an appropriate cleaner to condition the seats.

*For fabric seats, vacuum the seats, then use cleaning products
recommended by management to remove stains from the seats.*

As described by management to remove stains from the seats.

*Exterior cleaning is probably the most painstaking and
time-consuming part of car cleaning. However, a nice shiny exterior is your ticket to a
good impression. You'll need a bucket to hold your cleaning*

- *Make sure to wash out the bucket before you start, last wash good
water wash scratches.*
- *Put the car wash shampoo in first then watch the foam rise
water.*
- *Give the car an initial all over rinse with the hose, then work
applying shampoo solution with a large thick sponge.*
- *Remember to wash it one side at a time, if the car is out in the sun
shampoo before it dries.*
- *Clean bumpers and number plates by rubbing on shampoo foam
before again, rinsing off.*
- *Use a brush and a sponge to clean tyres and rims.*
- *After you wash everything use the hose to rinse the vehicle.*
- *For final precision, open and slam the boot and doors to dislodge
water.*
- *Dry the whole body using clockwise movement.*
- *Apply another round with a dry fibre cloth.*
- *Make sure that tyres are drive enough to apply tyre shine.*
- *Use a rug to wipe out marks occurred during tyre polishing..*

Slips/ Trips/ Falls

Slips/trips/falls account for most injuries in car wash operations and can result in minor or severe cuts & bruises. Slips hazards increases when hastily performing activities while walking on wet surfaces with soaps, oil & polishing agents. Supplies and work tool that are scattered all around work space increases risks.

- *Wear slip resistant shoes.*
- *Never run on damp and wet surfaces.*
- *Practice good housekeeping.*
- *Use proper ladders or step stools to reach high profile vehicle*
- *Keep walking surfaces clean to prevent build up of wax, oil & debris etc.*
- *Keep hoses coiled, bucket, rags, tools in designated areas.*

Chemical Exposure

*Chemical containing products such as detergent, waxes, waxes, and polishes, and solvents can present hazardous exposure. Chemical manufacturers or importers provide a **safety data sheet**, which describes the product product chemical makeups, recommended usage, handling, storage, personal protective equipment, first aid procedures, and other important information as required by the **hazard communication program**.*

- *Car wash workers should read and understand products labels and instructions before using the product.*
- *Use /store products as recommended on label/SDS*
- *Wear recommended personal protective equipment.*
- *Wash hands after using the products and before eati, drinking or smoking.*
- *Keep the products away from eye, nose, mouth contact.*
- *Prohibit smoking near flammable products or where explosive vapours are around.*

Electrical Hazards

Car wash activity often requires the use of electrically driven tools and machinery near areas where water may be present. Workers should fully understand the dangerous consequences, which may result from this potential hazardous combination. Warnings should be placed in all areas of electrical machinery and equipment.

- *Only trained and authorized workers should operate electrical tools and equipments.*
- *Never use electrical tools/equipments in damp or wet areas, unless the tool is specifically designed for such use.*
- *Workers should never touch or operate electrical tools when hands are wet or when standing on wet surfaces, unless wearing personal protective equipment.*
- *Prevent body contact with grounded surfaces such as pipes, blowers, or machinery.*

Vehicle Movement

There's a lot of activity from vehicles entering and exiting the washing bay. The way to guarantee workers and customers remain safe during vehicle movement, enforce comprehensive driver safety policies onsite. Make sure that all car wash driver recruits are in possession of a valid driver's license.

- *Only trained and licensed drivers should move the vehicle.*
- *Post and enforce speed restrictions onsite.*
- *Stand clear of a moving vehicle when guiding them off the wash bay.*
- *Before driving forward/backward conduct a physical and visual check around the vehicle.*
- *Fully check and engage the parking brakes, before exiting the vehicle.*

Machinery/Equipment Exposure

- *Only trained and authorized personnel workers should operate machinery*
- *Read all instructions in the operating manual before activating machinery/equipment.*
- *Check machinery/equipment conditions before use.*
- *Follow standard procedures to operate and halt machinery/equipment*
- *Consistently practice and enforce lockout/block procedure.*