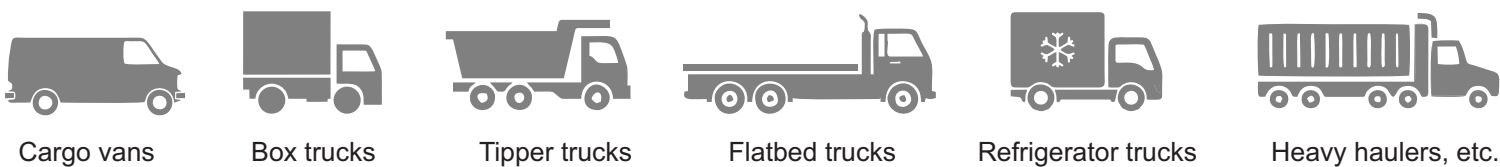


Cleaning Delivery Vehicles

There are many types of delivery vehicles that transport different cargo.



Cargo categories

Standard and/or dry goods

- Consumables
- Non-perishables
- Household goods
- Furniture, etc.

Refrigerated goods

- Cold chain
- Frozen foods

Special purpose

- Liquids, i.e. fuel or oil
- Livestock
- Cement, etc.

Truck accessories

Vehicles are fitted with various accessories to support the transport of goods.

Protect the cargo



Ensure an effective cold chain



Prevent spillage



- Partitions and walls
- Isolation panels
- Strip curtains
- Air-conditioning units
- Bedliner dividers
- Safety partitions
- Bulkheads
- Organisers
- Shelving and storage areas
- Ladders
- Racks, etc.



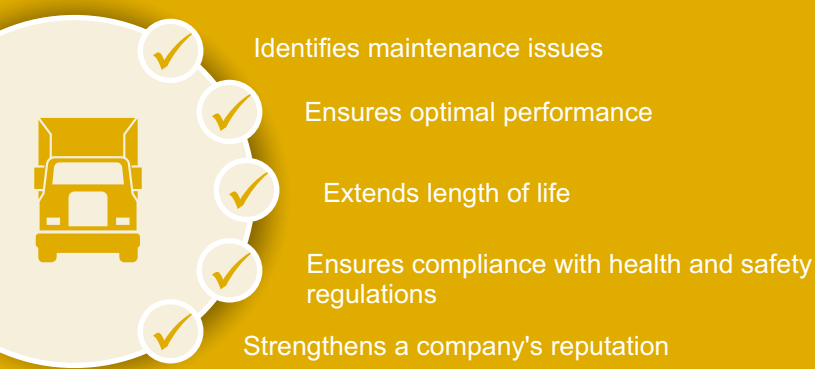
Ensure safety



Restrict cross product contamination and access by insects and dust

PROFESSIONAL DELIVERY VEHICLE CLEANING

Delivery vehicles need to be cleaned correctly and regularly.



2 types of washing cater for busy delivery schedules.

A quick wash: A daily clean to remove surface dirt, wipe down and sanitise.



A deep clean: A scheduled clean that involves deep scrubbing of all parts inside and out, disinfecting the cab plus pest control, which takes 4-5 times longer than a quick wash.



Cleaning material and cleaning products



Industrial tools and equipment ensure a quality finish

- Industrial vacuum cleaner
- Valet tools, i.e. brushes, buckets, cloths, etc.
- Hot and cold water source
- High-pressure washer
- Air compressor
- Chemical foamer
- Polish equipment
- Cleaning detergents and products
 - Food grade
 - Degreasers
 - Sanitisers
 - Paint protection
 - Fabric guard



Safety tip: Never mix bleach with ammonia or any other cleanser.

Professional cleaning teams always follow the manufacturer's instructions:

- Concentration
- Application method
- Contact time
- Ventilation, etc.



SERVICE APPROACH

Standard operating procedures and master cleaning schedules are used in managing cleaning service delivery.

Standard operating procedures (SOP)

The standard operating procedures detail the cleaning process for every part of the vehicle, including the cab, chassis, load body, etc. For example:

- **Interior – hard, non-porous surfaces:** Hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows and grab handles: Correctly apply detergent and disinfectants.
- **Interior – soft, porous surfaces:** Fabric seats: Remove visible dirt and surface clean with appropriate products. Wet extraction during a deep clean.
- **Interior – electronic surfaces:** Electronic controls, screens and high touch surfaces: Remove visible dirt, use alcohol-based wipes or sprays (70% alcohol) to disinfect.



The master cleaning schedule

A master cleaning schedule specifies the actual cleaning specifications (including fogging and sanitisation), materials, techniques, and intervals for both quick and deep cleaning. For example:

- Remove debris/items from inside the vehicle.
- Blow out the cab with an air hose/or vacuum cleaner.
- Clean floors and behind the seat with a broom or brush to remove any debris before using water.
- Prepare bucket of detergent and mix correctly.
- Wipe down interior surfaces.
- Allow the vehicle to air dry.
- Wash the outside - rinse, scrub, rinse.

SERVICE MANAGEMENT

The effective management of service delivery results in customer satisfaction.

Inspections: Inspection software provides a mobile log that includes uploaded photos of problems/damages on the vehicle to expedite the reporting of any problems to client, while reducing paperwork.

Reporting: Monthly reporting includes a schedule that verifies that services per vehicle were completed.

Electronic tags: A barcode system provides seamless time and date stamping to track when actual washing occurs.

Washbay management: Includes water consumption management (waterless cleaning, grids, drainage, biofiltration and water recycling systems), wastewater management and grease trap filtration.



Insurance: Covers any unforeseen events



Full-time supervisors: Build customer relationships and good teamwork

Customisable service level agreements (SLAs): Ensure customer expectations are met and services delivered correctly and on time.



Flexible ad hoc services: Professional cleaning companies cater for ad hoc requests and offer clients flexibility.

Human resource management: Quality, well-trained, well-managed teams differentiates one service provider from the next.



Complaints management system: Ensure that customer complaints are effectively solved and escalated.

Internal audits: Optimise service levels.



KEEPING CLEANING TEAMS SAFE DURING CLEANING

- Personal Protection Equipment (PPE)
 - Disposable gloves and gown
 - Face mask
- Responsible disposal of PPE
- Uniforms for all temperatures
- Regular laundering of uniforms
- Hand sanitisation
- Regular medical check-ups
- First-aid services and medical supplies on site



Infection by listeria and other bacteria associated with food

Burns from hot water

Injury from high pressure systems

Inhalation of dust and chemicals

Exposure to extreme weather at night

BENEFITS OF USING AN EXPERIENCED CLEANING COMPANY



Understand the requirements



Proven methodologies



Fast problem solving



Trustworthy advice



Experienced teams



Solid network



Becomes an extension of the business