

A Manager's Guide:

This guide outlines how managers can reduce risk through **vendor accountability** when hiring and overseeing a cleaning company.

1. Building Accountability Into Vendor Selection

When evaluating cleaning companies, managers should go beyond pricing and look for **proof of reliability, compliance, and transparency**.

Key Criteria:

1. Healthcare-Specific Training & Certification

- Confirm staff are trained on infection control, bloodborne pathogens, and HIPAA-sensitive areas.
- Look for certifications (e.g., GBAC, ISSA's CIMS-GB with Honors).

2. Background Checks & Staffing Policies

- Verify that all cleaning staff undergo background checks, drug screenings, and immunization requirements.

3. Compliance Documentation

- Request copies of OSHA logs, chemical safety data sheets (SDS), and written cleaning protocols.

4. Insurance & Risk Coverage

- Ensure adequate liability, workers' compensation, and umbrella policies are in place.

5. References in Healthcare Settings

- Prioritize vendors with proven medical facility experience.

2. Establishing Clear Expectations and Metrics

Best Practices:

- **Written Scope of Work (SOW):** Define cleaning frequencies, areas, and infection-control priorities.

- **KPIs (Key Performance Indicators):** Examples include ATP testing pass rates, response time to spills, and audit scores.
- **Checklists and Logbooks:** Require daily/weekly documentation of completed tasks.
- **Escalation Procedures:** Establish who is contacted and how quickly when a compliance issue arises.

3. Ongoing Oversight and Performance Monitoring

Oversight Tools:

- **Routine Audits & Inspections:** Perform joint walk-throughs with vendor supervisors.
- **Incident Reporting:** Require immediate reporting and corrective action for missed cleans, exposure risks, or safety violations.
- **Quarterly Reviews :** Hold formal meetings to review compliance, metrics, and improvement plans.

4. Risk Reduction Through Compliance Alignment

- **CDC Guidelines:** Align cleaning protocols with infection control best practices.
- **OSHA Standards:** Ensure chemical handling, PPE, and staff safety measures are met.
- **Joint Commission / State Health Inspections:** Vendor should provide documentation to prove readiness.
- **HIPAA Considerations:** Cleaning staff must respect privacy and secure records.

5. Safety & Emergency Preparedness

- Provide written protocols for **biohazard cleanup, sharps handling, and spill containment**.
- Maintain **on-call teams** for emergencies (e.g., exposure incidents, contamination events).
- Train staff in **proper PPE use** for infectious diseases (COVID-19, C. diff, MRSA, etc.).

6. Creating a Culture of Shared Responsibility

- Vendors feel empowered to report risks without fear of penalty.
- Staff and vendor teams collaborate on safety initiatives.
- Continuous improvement is part of the relationship (new disinfecting technologies, sustainability upgrades, etc.).



If compliance and safety is neglected by your janitorial services provider, then contact your local Vanguard® area franchise business to learn how a Vanguard® janitorial franchise business approaches safety and professional cleaning.



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