

**The following procedures will be done each time a portable restroom is serviced.**

1. **Confirm Address** on paperwork for accuracy and write down any corrections.
2. **Sign and date** “service log sticker” in each of the units. If there is no sticker, one must be added. This is a record of service to the customer.
3. **Replace and replenish** toilet paper in the paper holder:
  - A) Construction= If less than half a roll, replace with a full roll. Take used roll with you.
  - B) Special Events= Always two new rolls. Take used roll with you.
4. **Replace** (if empty) the hand sanitizer bladder pack only if it is listed on your paperwork. If it is not, remove bladder pack. **Check** that it operates properly.

***Wear Gloves for the next Steps.***

5. **De-scale** urinal with appropriate cleaner, let set, scrub later (step 7).
6. **Pump** all waste from the tank. If frozen, add deodorizer w/ methanol, and chop.
7. **Remove** all rocks, all ice and other debris from the tank and the unit.
8. **Clean and scrub** all surfaces, including urinal, with appropriate brush, squeegee and deodorizer solution. Don't forget to clean inside of front door frame and hand sanitizer dispenser.
9. **Add** fresh deodorizer solution to the tanks. (5 gallon bucket weighs approximately 35 pounds)
  - A) Light-medium used units = 5-6 gallons
  - B) Heavy used units = 7-10 gallons
  - C) Special Events = 7-10 gallons
  - D) Partially blocked unit = up to 5 gallons to re-fresh
10. **Towel-dry** all surfaces, including ledges above the screens and doors. Don't use towels on floors.
11. **Floors** are to be clear of all debris, mud, ice, etc. and liquid removed with a squeegee.
12. **Spray** with fragrance.
13. **Remove** all graffiti with the appropriate remover.
14. **Complete repairs** or replace what is needed. Check overall unit, screens, urinal and hose, seat, door handle, lock, etc. If you cannot complete repairs call dispatcher while on location.
15. **Confirm** that the unit is in the proper place and is level with the ground.
16. **Check** outside logos on all four sides are to be clear and easy to read.
17. **Dispose** of all debris that you have removed from the unit in your waste bucket. No debris is to be left at the site.
18. **Communicate** on paperwork and entries into GPS keypad when ready to leave. If service is successfully completed check usage level box to indicate usage.
19. **Write** on paperwork: Tip-overs, Repairs, Exchanges, Missed Services, Address Changes, etc.

**If you need to perform the ‘No Pump Procedure’:****Partially blocked unit perform ALL service steps 1 – 24 (except step 6) ‘No Pump Procedure’.****Completely blocked, locked, inaccessible site, complete steps 19 – 24 only.**

20. **Call Dispatch** as soon as you realize you may have trouble accessing a site. Dispatch will call the company, to get help or simply notify them of our attempt to complete service if a message must be left.
21. **Find** job superintendent, or someone on location to attempt to move vehicles to unblock unit.
22. **Fill out** all information on “missed service tag”.
23. **Tag** the gate or the office trailer (or the unit if that is all that is there).
24. **Report** confirmed missed unit to dispatch, it must be approved by manager prior to leaving the site.