

FREQUENTLY ASKED QUESTIONS

PROGRAM OVERVIEW

Q1: What is the CloroxPro™ HealthyClean™ Certificate Program – Trained Specialist Course?

A1: CloroxPro is launching the CloroxPro™ HealthyClean™ online learning platform which provides on demand access to best-in-class education and training programs about how to effectively, efficiently and safely clean for health. As part of that platform, the CloroxPro™ HealthyClean™ Trained Specialist Certificate Course is the first industry-wide training certificate course created for commercial cleaners and accredited by the American National Standards Institute National Accreditation Board (ANAB), indicating the program has met the highest standards for program quality and training comprehension.

Q2: What is the purpose of the HealthyClean™ Trained Specialist Course? What will I learn?

A2: The purpose is to provide a robust education and training program for commercial cleaning professionals. This course explains the role and impact of people, products, and process when cleaning for health. It covers actions that can be taken to do the job safely and effectively, the science behind how germs spread and how to break the chain of infection, and provides easy-to-follow procedures and best practices to ensure shared spaces can be cleaned and disinfected in a way that is efficient and sustainable long-term.

Please refer to the outline at the end of the Frequently Asked Questions document for a complete list of learning objectives for each module contained in this course.

Q3: Who created this course? Where did the content come from?

A3: This course was developed by CloroxPro — a division of The Clorox Company — including their internal Clinical and Scientific Affairs team, who are dedicated scientists, engineers, and public health professionals. It was designed by a best-in-class instructional design team for optimal adult online learning. The content provided was developed in accordance with OSHA, CDC, and EPA guidelines and in counsel with external experts in facility management, commercial cleaning, healthcare and infectious disease. In addition, this program follows the ASTM E-2659 Standard Practice for Certificate Programs and is accredited by the American National Standards Institute (ANSI) National Accreditation Board.

TAKING THE COURSE

Q4: How can I sign-up and access the CloroxPro™ HealthyClean™ Trained Specialist Course?

A4: The CloroxPro™ HealthyClean™ Trained Specialist Certificate Course costs \$300 per person and is currently available for sign-up through authorized CloroxPro distributors*. If you do not currently work with a distributor, please go to www.CloroxPro.com/healthyclean to complete a registration request form and you will be contacted with more information.

**Promotional codes available through select distributors to reduce and/or waive fees.*

Q5: How long does it take to complete the course?

A5: The course is broken down into 7 different modules that take approximately 15–20 minutes each. On average, the course plus the final evaluation should take about 2–3 hours to complete. However, the course is self-paced, meaning you can go as fast or slow as you'd like. In addition, the course is delivered “on demand”, so you can take it whenever it fits into your schedule. You don't need to complete the entire course at one time (unless that works best for you). You will be able to easily find your place and resume the course whenever needed at the HealthyClean Learning Center.

Q6. What kind of device do I need to take the course? Can I take it from my smartphone?

A6: The course can be accessed and completed using a computer, laptop, tablet, smartphone. You can use different devices as you go through the course, depending upon what is most convenient for you.

Q7. Is the course available in multiple languages?

A7: For the initial launch of the program, the courses will only be available in English. In the future, CloroxPro intends to offer the courses in Spanish as well.

Q8. Can I take the course if I am hearing, sight or mobility challenged?

A8: Yes. The course will feature standard accessibility for learners with visual, auditory and/or mobility challenges. Standard accessibility includes closed captioning, alt-text and an intuitive tab order that allows you to access all slide items. The course has been designed to avoid elements that are not keyboard accessible and is balanced between text and audio (slides are readable by a JAWS reader).

Q9. How can I track my progress? Can my manager see my progress and if I pass the course?

A9: At any time, you can go to your HealthyClean Learning Center page to see your progress. For instance, you can see what modules you've completed, what modules remain, how you did on the evaluation, any notifications or messages sent to you, etc. If a manager has been assigned to you in the system, they can also track your progress (i.e. what modules are completed, what modules remain) and if you received a certificate/digital badge. For privacy reasons, managers will not be able to see evaluation scores or get notifications if you did not pass. They will just receive notification upon completion.

EARNING THE CERTIFICATE AND DIGITAL BADGE

Q10: How do I earn the certificate? Do I have to take a test?

A10: At the end of the course, you will be given a 100-question final evaluation. You must get at least 85 out of 100 of the questions correct to pass (score 85% or better). You should anticipate needing approx. 30–45 minutes to complete the evaluation.

Q11: Is there a deadline to complete the course and evaluation?

A11: You will have 60 days from when you receive notice that you've been registered for the course to complete it and take the evaluation. If that window closes, you will need to re-enroll and take the course again.

Q12: How do I get my certificate and digital badge?

A12: When you complete the course and pass the final evaluation, you will earn a Certificate of Mastery and a digital badge with the designation of a *CloroxPro™ HealthyClean™ Trained Specialist*. Your certificate will have a unique ID# and your digital badge will contain information about the course, the certificate earned and the date you earned it. You will be emailed instructions on how to download and save these documents.

Q13: How can I use my certificate and digital badge?

A13: Proudly share and display your Certificate of Mastery and Digital Badge with your employer or others to showcase your commitment to your job and expanding your professional skills. Your certificate indicates you successfully completed the CloroxPro™ HealthyClean™ Trained Specialist Course and learned how to clean for health efficiently, effectively, and safely. With the digital badge, it is easy to share it electronically with others via email or social media networks, and it can be displayed on resumes, email signatures, job boards or anywhere across the web. Use it to highlight your new credentials and expertise as a *CloroxPro™ HealthyClean™ Trained Specialist*.

Q14: What are the conditions for use as it relates to the CloroxPro™ HealthyClean™ certificate and digital badge?

A14: A certificate and/or digital badge are assigned to individuals and have unique identification numbers and are not transferrable. Certificates issued through means that were misrepresentative of identify, false, or otherwise fraudulent will be invalidated.

When promoting your certificate and/or digital badge, avoid use of the term certification, certified, licensed, or accredited as it relates to YOU as a CloroxPro HealthyClean Trained Specialist or certificate holder. To clarify, the *CloroxPro HealthyClean Certificate Program – Trained Specialist Course* is accredited by the ANSI National Accreditation Board. That means the accreditation applies to the course itself, but the term doesn't pertain to the individual.

Q15: Who is ANSI/ANAB? What does it mean that the certificate course is ANAB accredited?

A15: The ANSI National Accreditation Board (ANAB) is a non-government organization that provides accreditation services to public and private sector organizations across a wide variety of industries. ANAB is an independent third-party accreditation body that evaluates training certificate programs against ASTM E2659-18, which is a globally recognized standard for certificate programs. In order to receive ANAB accreditation, the certificate program must meet rigorous standards for design, delivery, monitoring and outcomes. Earning an accreditation provides confidence that the certificate holder has completed a high quality course of study.

Q16: Does my certificate and/or digital badge expire? If so, when?

A16: Yes, both the certificate and the digital badge will automatically expire 3 years from the date of issuance. You'll receive an email notification that the certificate and badge have expired. You can re-enroll in the current course and take the evaluation to receive an updated certificate and digital badge.

Q17: Are there tools available to help me during the course and when I take the final evaluation?

A17: We've created a Trained Specialist Handbook that captures some highlights from each module, provides a "notes" section so you can jot down notes to refer back to during the final evaluation (or anytime you want a refresher) and includes checklists, "how-to" guides and tools to support you on the job. This Handbook can be found on the left menu bar of the HealthyClean Learning Center. Download it and save it to your files. You can print it out and take handwritten notes or use it online.

ELIGIBILITY AND PROGRAM DETAILS

Q18: Who should take this training course?

A18: This course is designed specifically to assist frontline commercial cleaners and managers with their day-to-day jobs. However, anyone who is involved in commercial cleaning business can benefit from taking this course to help build their cleaning for health knowledge and expertise.

Q19: What are the program eligibility requirements?

A19: CloroxPro® shall not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, race, marital status, parental status, disability status, status as a veteran, sexual orientation, or nationality. Participants must agree to the terms and conditions before taking the course.

Q20: What are the terms & conditions and privacy policy? How will my information be used?

A20: You can view the Terms & Conditions and Privacy Policy at www.CloroxPro.com/healthyclean and also on the left menu section of the CloroxPro HealthyClean Learning Center. The information you provide at sign-up will be treated as confidential and only used by CloroxPro as it relates to providing access to this course and issuing you a certificate/digital badge. CloroxPro does not sell your information to any 3rd parties. You can also opt-in/opt-out to receive newsletters, educational materials, and industry insights from CloroxPro.

Q21: Is there a fee to participate?

A21: The course costs \$300 per person. If you've been provided with a promotional code, you will be able to enter that promotional code during the sign-up process to have the fee reduced or waived.

Q22: Are cancellations and refunds available?

A22: Cancellations and refunds can occur before a participant starts the course. If you want to cancel taking the course after you've signed up, please send an email to CloroxPro.HealthyClean@clorox.com. Please provide your name, company name and reason for the cancellation. If you've already paid, a refund will be issued to the same payment method used when signed up. However once a participant starts taking the course, CloroxPro will not issue any refunds. If a participant taking the course does not complete it within the 60 days required, they can re-enroll and they will not be charged an additional fee.

Q23: Are substitutions allowed (i.e. someone other than the registered participant taking the course and evaluation)?

A23: No substitutions are allowed. The person who signs up to take the course must be the same person taking that final evaluation to earn the certificate and digital badge. All participants who take the final evaluation agree that they are solely responsible for answers provided on the final evaluation to earn the certificate and they were not provided any assistance by other individuals. If not adhered to, the certificate and digital badge will be invalidated.

Q24: Is there a limit to how many people can be enrolled from one company?

A24: There is no limit. It is up to each company to decide who they would like to sign up for the course.

Q25: How do I make a complaint or an appeal?

A25: A complaint is a request for action relating to the certificate program activities. An appeal is a request for reconsideration of a decision that affected the achievement of a certificate. For complains and appeals, please contact us at CloroxPro.HealthyClean@clorox.com to initiate the process. All complaints and appeals must be in writing and provide sufficient evidence to substantiate the claim.

A complaint must be submitted in writing within ninety (90) days of the incident's occurrence. An appeal must be submitted in writing with in thirty (30) days of receiving the decision that is being appealed. If the written complaint and/or appeal does not provide adequate information to enable CloroxPro to make a decision, a HealthyClean Program Manager will reach out requesting more information (a response is required within 14 days of the request). If these deadlines or response times are not met, a letter will be sent indicating the complaint and/or appeal period has passed.

Once CloroxPro has received adequate information to process the complaint and/or appeal, the participant will receive a decision in writing from CloroxPro within a period no longer than thirty (30) days of receiving the complaint.

Q26: What if I need special accommodations due to disabilities?

A26: If you feel you have a disability that falls under the American Disabilities Act (<https://www.dol.gov/general/topic/disability/ada>) and would like an accommodation, please contact us at CloroxPro.HealthyClean@Clorox.com. For all non-Clorox employees, you will be sent an Accommodations Request Form. Once required documentation is acceptable and complete, please allow us up to one week for the case to be reviewed. Once a decision is made, you will be contacted by email.

Q27: Where do I go to find more information or if I have any questions or concerns about this program?

A27: Contact us via email at CloroxPro.HealthyClean@clorox.com. We will endeavor to get back to you within 1–2 business days from receipt of the email.

COURSE OVERVIEW: LEARNING OBJECTIVES BY MODULE

| Module | Learning Objectives |
|---|--|
| Getting Started | <ul style="list-style-type: none"> • Recognize the concept and purpose of Cleaning for Health • Recognize the importance of education and training to clean safely, efficiently, and effectively • Recognize the role of people, products, and process when Cleaning for Health • Identify what it means to be a skilled Cleaning for Health expert |
| Your Protections & Rights | <ul style="list-style-type: none"> • Identify government agencies and the role they play (OSHA, CDC, EPA) • Recognize the worker rights provided by OSHA • Identify actions you can take to understand potential cleaning product hazards • Identify the resources you will use to find information on cleaning product hazards and why they are important (Written Hazard Communication Program, SDSs, and EPA product labels) • Recognize the importance of following your organization’s policies and procedures |
| How Germs Spread | <ul style="list-style-type: none"> • Identify the value of Cleaning for Health, cleaning for appearance, and for building maintenance • Identify the elements of the chain of infection • Identify how to break the chain of infection • Recognize how germs spread • Recognize how to protect yourself and others from the spread of germs • Identify proper hand hygiene • Identify the common types of PPE |
| Safety Best Practices | <ul style="list-style-type: none"> • Identify the common causes of injury for front-line cleaners • Identify the steps you can take and PPE you can wear to help avoid product-related injuries • Identify the steps you can take to help avoid slips, trips, and falls • Identify common causes of repetitive stress injuries • Identify the steps you can take to help avoid repetitive stress injuries |
| General Cleaning Product Education | <ul style="list-style-type: none"> • Recognize the difference between cleaners, disinfectants, and sanitizers • Identify common uses for general or daily use products • Identify common uses for specialty products • Identify the common factors that impact how a manager selects products • Recognize why it is important to read the product label and SDS • Identify key information on the product label • Identify the sections of an SDS |
| Cleaning for Health: Process & Best Practice | <ul style="list-style-type: none"> • Identify tasks to complete when Cleaning for Health above the floor, on the floor, and in a restroom • Recognize the commonly used frequencies when Cleaning for Health • Recognize Cleaning for Health best practices • Recognize Cleaning for Health best practices for wiping and mopping • Identify Cleaning for Health tools |
| Smart Disinfection | <ul style="list-style-type: none"> • Identify what is meant by Smart Disinfection • Identify where you could apply the Smart Disinfection approach • Identify when you should apply the Smart Disinfection approach • Recognize the concept of an outbreak • Recognize how an outbreak may change your cleaning process/protocols • Identify best practices for disinfecting hard surfaces • Identify how to disinfect special surfaces |