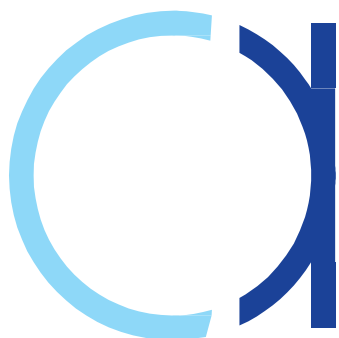


# Conditions of Employment Handbook



Site Employees Handbook  
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## CONTENTS

The Company.....	4
Conditions of Employment.....	5
Company Disciplinary Procedure .....	13
The Grievance Procedure .....	19
The Redundancy Procedure .....	20
T.U.P.E. ....	21
Site Rules and Conditions .....	22
Safeguarding.....	24
Confidentiality.....	25
Quality Policy.....	26
Environmental Policy.....	27
Training Policy .....	28
Approach to Training.....	30
Equality & Diversity Policy.....	31
Health and Safety .....	33
Health and Safety Contents .....	35
Good Working Practices.....	40
MAIN CONTACT DETAILS .....	44

## WELCOME TO CLEANING ASSURANCE LIMITED

This Contract of Employment sets out your rights and those of the Company, which form your Conditions of Employment. It also contains rules regarding your action and behavior at work.

You must read the contents and discuss anything that you do not understand with your Line Manager. You must then sign your conditions of employment agreement (PER003) to abide by the Terms and Conditions of Employment, making sure that you keep this copy for future reference.

In accordance with our Environmental Policy, this generic employee handbook is produced in two versions -please indicate by ticking one of the boxes below which version is acceptable to on the Employment Agreement (PER003) form.

The rules and conditions set out in this handbook are not exhaustive. The Company reserves the right to make changes or additions as and when necessary. You will, of course be informed of any changes as soon as is possible.

No special conditions, different to those detailed in this handbook, shall be considered effective unless given in writing by an authorised company official.

In addition to the contents of this Conditions of Employment Handbook, all employees should acquaint themselves with all Company Policies that are held under the Policies section of the WEB site [www.cleaningassurance.com](http://www.cleaningassurance.com)

The handbook also aims to give you some information about Cleaning Assurance Limited that will help you to understand how the Company has developed over the years and how it will continue to develop in the future.

Geoff Cooper

Managing Director

Cleaning Assurance delivers a quality cleaning service guaranteed to meet clients' requirements without compromise.

Cleaning Assurance is based in Welwyn Garden City Hertfordshire and focuses on providing services to small and medium enterprises, located within a manageable radius of London and the Home Counties.

This realistic geographical coverage enables us to apply an unparalleled degree of personal attention to our clients, thereby demonstrating the importance we place on customer care.

The Company has been established by Managing Director Geoff Cooper, a true cleaning industry professional, who has gained an excellent reputation throughout his 38 years within this demanding sector. Open, honest and performance driven, Geoff together with the Senior Management Team work in a 'hands on' capacity, continually seeking both innovative and value for money practices, in order to provide clients with an unrivalled standard of service. It is Geoff's and the Senior Management Team's vision for Cleaning Assurance to become the supplier of choice for all organisations seeking a reliable and forward thinking cleaning provider.

The management and support personnel at Cleaning Assurance not only have significant experience within the cleaning industry but they are all exceptionally professional and committed to service excellence with a true appreciation of 'right first time'. Furthermore, they each have a strong work ethic and place great emphasis on personal service and continual communication. As a result, our clients and our team of operatives are guaranteed direct lines of contact, enhanced by regular site visits and inspection

### Security Disclosure (DBS Check)

All members of staff who work with children or vulnerable adults are subject to a DBS check as part of their conditions of employment. From July 2010 you will be required to register with the ISA. Please note that you will not be allowed to work on certain sites without this check being completed. The check will be carried out within one month of employment and is paid for by the Company. If you should fail the DBS check or if you are barred by the DBS for any reason the company reserve the right to dismiss you from the company.

Alternatively, on certain sites you may also be required, as part of your terms and conditions of employment to have a police check completed on your behalf. This check will be completed by the local police authority and is paid for by the Company.

### Documentation on Starting Employment

All employees must read this Conditions of Employment Handbook and complete the application form in full.

All Cleaning Assurance staff must produce originals of at least two types of personal identification to the Site Manager/Supervisor and copies of these will be taken before work can commence – one piece of ID must bear your photograph and the other must state your current address :-

- Passport (any nationality)
- Birth Certificate
- Current UK Driving Licence
- National Insurance Card
- Recent Utility Invoice
- Bank Statement
- Medical Certificate
- Work Permit or valid work / student visa

A marriage certificate is to accompany a passport or birth certificate if the surname is different. Please note if you have a student visa you can only work for a total of 20 hours per week in term time.

If you have a P45 you should hand this in as soon as possible. If you do not have a P45, you will be given a P46 form to complete. This will ensure that you don't pay too much (or too little) tax.

## Photographic ID

All Cleaning Assurance staff are required to have their photograph taken by their Area Manager for identification purposes before work can commence. This will ensure documentation produced for identification purposes is consistent with the appearance of the individual. Photographs will be stored alongside other personnel information, in line with Data Protection legislation.

## Hours of Work

Your hours of work are as written on your contract of employment, or as notified in writing by your Area Manager. These hours form part of your Terms and Conditions of Employment and your own copy must be kept in a safe place. You will be told how to 'clock in' and 'clock out' as and when appropriate. Please note that school contracts may only be for 36 /39 / 45 weeks of the year.

## Continuous Employment

The 'period of continuous employment' is used to calculate the amount of sickness entitlement, holiday entitlement, redundancy benefits and all other such benefits. This period runs from the earliest date that you started work for the Company (or any other employer whose contract has been taken over by Cleaning Assurance Limited), as long as this period is unbroken.

## Remuneration (Pay)

Your remuneration will be calculated according to the details completed on your application and work schedules form. This information forms part of the Terms and Conditions of Employment.

Additional hours worked will normally be paid at your usual hourly rate, unless notified in writing. 'Cover' hours worked will normally be paid at the usual hourly rate for the job being covered, unless notified in writing.

You will be paid 4 weekly. This payment will be made into the Bank or Building Society account of your choice and will normally be available on the Friday following the end of the pay period.

Payslips E - Payslips are also issued on a 4 weekly basis - for the pay period most recently completed.

## Pension

Your pension entitlement consists of the Government's basic pension scheme to which you and the Company contribute. In addition there is a stakeholder pension scheme, details of which are available upon request.

## Loans

The Company does not undertake personal loans to employees.

## Probationary Period

During the first 12 weeks (for a Supervisor) and the first 8 weeks (for an operative) the employment can be terminated by either party by giving one week's statutory notice.

## Notice Periods & Termination of Contract of Employment

If you wish to terminate your Contract of Employment and leave your job, after you have completed the probationary period, you must give one weeks notice in writing. If you leave without giving this written notice, you will be considered in breach of your contract and legal action may be taken against you.

If the Company wishes to terminate your Contract of Employment, you will be given the relevant 'statutory notice' as detailed over, or you will be given pay in lieu of this notice. At present the 'statutory notice' rules are:-

1 week's notice after 4 weeks of employment.

2 weeks notice after 2 years of employment.

1 additional weeks notice for each complete year of further employment - up to a maximum of 12 weeks notice for 12 years or longer.

Sometimes, employment is on a temporary basis and is offered until a certain contract finishes. When this is the case you will receive notice at the start of your employment, that your employment will be terminated when the contract ends.

If you leave the Company you will be entitled to the holidays (or money in lieu) that you have qualified for. This is calculated on a pro-rata basis, based on the number of full calendar months that you have worked within the current 'holiday year'. The 'holiday year' runs from November 1<sup>st</sup> to October 31<sup>st</sup>. If you have taken more holidays than you are entitled to, the appropriate deduction will be made from your pay.

## Sickness Absence

All employees must contact the office prior to their shift starting if they are going to be absent. They must leave a message giving their full name and place of work. Every day's absence thereafter must be reported to the office on a daily basis before 9am and if possible a return date should be given. You will be paid 'Statutory Sick Pay' (SSP) - in line with current law (if you qualify) - for those days that you would usually work. If you are off work for less than seven calendar days you will need to provide 'self certification'. You will therefore need to obtain an SC2 Inland Revenue form, available from your manager or from the payroll department, which you must complete accordingly and then forward to Cleaning Assurance.

## Sickness Fit Note

After your 7th calendar day of sickness you must provide a 'fit note' (this has replaced the sick note) from your doctor until you return to work

If you do not follow these rules, your entitlement may be affected.

## Statutory Maternity Pay

Statutory Maternity Pay (SMP) will be implemented once the qualifying period and criteria have been reached. If necessary, please speak to Payroll for specific details. You must inform the office once the pregnancy is confirmed to enable us to complete a risk assessment on your behalf.

## Key Holders

All employees who are Key Holders will be entered onto the Companies Key Register Listing. On leaving the Companies Employment, the Employee/Key Holder is responsible for returning the keys to their line Manager. Failure to do so will result in charges being made to the Key Holder for the replacement keys.



## Sickness / Absence Suspense Register

If you are absent for an extended period of time, i.e. long term sick (over four weeks or longer) the Company will have made provision to cover your absence. In this situation you will be entered on to the 'Suspense Register' and notified in writing.

If you are entered onto the 'Suspense Register' the Company will make all efforts to preserve your Contract of Employment. It may be necessary to recruit a temporary replacement to cover your work. Whilst on the 'Suspense Register' you will still receive any Statutory Sick Pay (SSP) that you are entitled to.

All instances of sick absence are treated both fairly and sympathetically by the company. After a period of absence (normally 3 months but sometimes less) where there has been no clear indication of a return to work date, it will be necessary to ascertain an employee's fitness to return to work and undertake the role in which they are employed. This will involve the company obtaining the employee's written permission to contact the employee's GP or independent medical specialist to obtain a medical report to ascertain the effects of the illness upon the employee's role. The medical report will help the company to make a decision as to the viability of continuing your contract of employment.

If, while entered on the 'Suspense Register', you declare yourself fit to return to work, you may be asked to attend an interview with your line manager.

## Temporary Staff

If you are recruited on a temporary basis to cover long term sickness, at the end of the period you will be offered alternative employment within the company wherever possible.

## Extended Absence

If you are absent for an extended period of time - or if you have a number of absences over a shorter period of time - the Company may require you to be examined by the Company's Medical Practitioner

## Company Car – if applicable

If you are absent for an extended period of time, the Company may require that you return any Company vehicle with which you have been provided

## Holiday Entitlement

Holiday entitlement sometimes varies, depending on the individual circumstances laid down in the contract between Cleaning Assurance Limited and its clients.

In addition to Public Holidays, you will be entitled to accrue holiday per calendar month, depending on days worked each week and current Government Legislation. These can be taken with permission from your Line Manager.

- Any holiday entitlement is accrued for each completed months service.
- The holiday year runs from 1<sup>st</sup> November to 31<sup>st</sup> October the following year.
- Policy will be amended, to comply with any additional Government Legislation.
- Any TUPE transfer holiday entitlements will be honoured

Any unused holiday entitlement may not be carried over to the following year unless there are exceptional circumstances. It is in your interest to take your holidays within the holiday year as we do not operate a 'pay back' system and the holiday will be lost. If you work on a school contract please note that we do not accept holiday requests during term time unless there are exceptional circumstances.

### Public Holidays

Whether you are paid additional wages for working a Public Holiday or whether you are required to work at all, will often depend on the details of the site contract.

In addition to your annual accrued days you will be paid for the public holidays listed below.

The Public Holidays concerned are:-

- New Years Day
- Good Friday
- Easter Monday
- May Day
- Spring Bank Holiday
- August bank Holiday
- Christmas Day
- Boxing Day

## Booking Holidays

Holidays must be requested and confirmed with your Area Manager or Site Supervisor. You will need to give double the amount of time you need i.e. two weeks notice for one week's holiday in compliance with the statutory requirements. This permission must be requested on the Site Staff Holiday Request Form found in the Site File and handed to your Area Manager or Site Supervisor.

If you are employed on a school or college site it is expected that you will take your holidays during the time the school/college is closed to students. If holiday dates are required during term time you will need to write to your Area Manager giving details.

## Additional Time Off

The Company will consider reasonable requests for time off in addition to holidays, sickness, maternity, paternity and adoption leave, within any relevant statutory regulations and depending on the operational needs of the business and the ability to cover your duties.

Paid 'compassionate leave' will be considered at the discretion of the Company Directors. The employee should write to the Managing Director explaining the circumstances behind the request.

## Jury Service

If you are called up for Jury Service the Company will allow you time off work to fulfil this important duty. While you will not receive pay during this period, you will usually be fully compensated by the authorities.

## Additional Training

Certain clients require our staff to complete additional training as part of their job role, e.g. ESOL training for staff who have English as a second language. With effect from 1<sup>st</sup> January 2009 all staff who are requested to complete this training are expected to do so. Any existing staff will be encouraged to take part in the training programme.

Other levels of staff e.g. supervisors and managers will be expected to take part in BICSc or similar training programmes as part of their job role. If you are required to complete courses it is expected that you will take part.

## Change of Circumstances

It is your responsibility to advise the Inland Revenue of any changes in your personal circumstances. Likewise, if you change your bank or building society account details or your personal details change i.e. address etc – it is your responsibility to provide the revised details to Cleaning Assurance via your Manager as soon as possible.

On most occasions, it will not be appropriate for managers to use the disciplinary procedure on the first occasion of poor performance or conduct by an employee.

At the informal stage, managers are expected to meet with the employee concerned and discuss with them why the expected standards of performance or conduct are not being met. The aim of this meeting should be to agree joint standards and plan improvement over an agreed timescale where appropriate. Any training needed to facilitate should also be identified. Informal meetings do not attract the right to be accompanied.

Informal meetings to discuss issues are not disciplinary hearings following an informal meeting a decision may be taken that formal action is necessary.

Cleaning Assurance Limited relies on its staff to conduct themselves and their duties in a positive manner. This procedure details what action will be taken if the conduct of any member of staff, or the quality of their work, falls below acceptable standards.

The procedure is in place for the benefit of the member of staff - as well as the Company. The aims are:-

- To ensure that each case is fully investigated before any action is taken.
- To make sure that all cases are dealt with in a consistent manner.
- No disciplinary action will be taken until the matter has been fully investigated.

### The Principles

The member of staff always has the opportunity to offer their side of the story. They will also have the right to be accompanied by a colleague.

The first stage of discipline is informal action thereafter a verbal warning, may be given by the Area Manager or Site Supervisor. Further stages of discipline (written warnings and dismissals), will be dealt with by the Area Manager or Senior Operations Manager.

Records will be kept of all disciplinary circumstances and action. The length of time these records are kept on file will vary depending on the circumstances, the seriousness of the charge, the number of other disciplinary actions etc. but would not normally exceed one year.

A member of staff may appeal against the disciplinary penalty within the prescribed time scale of 5 days from the communication of the penalty decision.

At each stage of the disciplinary meeting process. Once action has been decided the Company will inform the employee verbally and in writing of –

No penalty

First written

Final Written

Dismissal

Provide the employee with an opportunity to appeal.

## The Disciplinary Procedure

### Informal Action

On the first occasion i.e. for poor performance or conduct.

The Company will meet with the employee and discuss expected standards of performance or conduct not being met.

The result of this meeting there will be a joint improvement plan over an agreed timescale and training needs. For an informal meeting the employee does not have the right to be accompanied.

At this meeting a decision can be taken that formal action is necessary. The discussions will be recorded and a copy given to the employee.

### Stage 1: Verbal Warning

You will receive details in writing of the cause of the dissatisfaction and a meeting will be arranged to discuss these with you.

If the conduct or performance of a member of staff is seen to fall below acceptable standards, a formal Verbal Warning will be given, usually by the Area Manager or Site Supervisor. This will be recorded (on form DP1) and kept on file.

- This warning will be disregarded after 3 months satisfactory conduct and performance.

### Stage 2: Written Warning

You will receive details in writing of the causes of dissatisfaction and a meeting will be arranged to discuss these with you and to establish the facts.

Employees are allowed to be accompanied

This may result in a Written Warning.

A Written Warning will be given if any of the following circumstances apply:-

- The offence is considered by the Company to be serious.
- There is a repeat of a previous offence for which there was a verbal warning.
- The employee has received previous verbal warnings but conduct has not improved.

This warning (form DP2) and the reason for this action will be given and be recorded and kept on file for 6 months. The warning will include a note that if there is no improvement after 6 months, a 'final written warning' will be given.

### Stage 3 - Final Written Warning

You will again receive details in writing and a meeting will be arranged to discuss these with you and to establish the facts.

Employees are allowed to be accompanied

A Final Written Warning will be given in the following circumstances:-

You will again receive details in writing and a meeting will be arranged to discuss these with you and to establish the facts.

Employees are allowed to be accompanied

- The member of staff's conduct or performance continues to be below acceptable standards.
- There is a repeat of the offence.
- There is a repeat of any other previous offence.

This warning (form DP3) will clearly state that if there is a repeat of the offence, or if there is any other cause for disciplinary action within the next 12 months, this will result in dismissal. This warning will be kept on file for a period of 12 months.

### Stage 4 – Dismissal

A letter will outline the reasons for a further meeting to discuss the matter with you.

Dismissal will be the result of any of the following circumstances:-

There is no satisfactory improvement.

- The member of staff's conduct or performance continues to be below acceptable standards.
- There is a repeat of the offence.
- The offence is considered, by the Company to be gross misconduct.

The Dismissal Notice (form DP4) will be given along with a letter explaining the reasons for dismissal. The date of dismissal, which will be confirmed in the letter, will be the date that the letter was posted.



## Suspension

Where the Company feels such action necessary, an employee may be suspended while an investigation takes place. This suspension will be for a maximum of five working days. You will be paid while on suspension but you may be required to work on another site.

## Gross Misconduct

Gross Misconduct is conduct or behaviour that is considered to be seriously below the standards that are reasonably expected by the Company or its clients.

There are many actions, which might be defined as Gross Misconduct. The list below has examples but is not exhaustive:-

- Theft or fraud of any kind.
- Damage to Company property.
- Damage to the client's property.
- Physical assault on any colleague or client.
- Breaking the spirit of the Equal Opportunities Policy.
- Unauthorised use of clients' facilities and property.
- Being unable to work due to the influence or effects of alcohol or non-prescription drugs.
- Showing any lack of respect for the Company or any member of its staff or clients.
- Refusing to follow reasonable orders from the Company, a Supervisor or client.
- Knowingly supplying false information on any form of document or record.
- Causing serious damage, loss or injury, through lack of care or attention.
- Driving whilst disqualified.

While the alleged Gross Misconduct is being investigated, the employee may be suspended from duties.

All cases of Gross Misconduct will be considered by the Area Manager and Senior Operations Manager; on occasion a Director may be involved. If, following an investigation and a full disciplinary hearing they have a reasonable belief that an act of Gross Misconduct has taken place, it is likely that the employee will be dismissed. The notification for a disciplinary hearing will be completed using DP05.

## Client Requested Removal of Staff

The client often has the right to demand the immediate removal of any member of the Cleaning Assurance Limited team from their site.

When this happens, there is an investigation as to why this demand was made. This investigation may result in disciplinary action being taken against the member of staff who has caused the offence.

However, depending on the circumstances, and especially if the Area Manager can find little fault with the employee's conduct, the Company will provide alternative employment if a suitable opening exists.

## Zero Tolerance

Please note that the Company operates a zero tolerance policy on the use of alcohol and/or non-prescription drugs while at work or while representing the Company.

## The Right to Appeal

At any stage of the Disciplinary Procedure the employee has the right to appeal. This appeal must be made in writing within 5 days of the disciplinary action. The employee will then receive a letter stating the date and location of the appeal hearing.

A member of the Senior Management team within the Company will listen to the appeal.

Written confirmation of the decision will be sent to the employee and this decision is final.

## PPE

You will be provided free on loan adequate PPE – You are responsible for keeping PPE in a clean and presentable manner. If you leave Cleaning Assurance Ltd and fail to return your uniform you will have a payment of up to £50.00 deducted from your final salary'.

## The Grievance Procedure

Occasionally an employee may wish to make a query or complaint to the Company. This will usually involve issues such as holiday entitlement, pay rates and benefits, but may also include improper treatment or harassment, working conditions etc.

The Company will take all grievances very seriously and will expect them to be dealt with quickly, usually within 7 working days.

The Grievance Procedure is as follows:-

If the employee has a grievance, he/she should detail the matter in writing to his/her Supervisor. A conclusion may be reached immediately.

If the employee is unhappy with the result of their discussion with the Supervisor, or if the grievance involves the Supervisor directly, the employee should make their complaint in writing to their Operations Manager. The Operations Managers will deal with the complaint or may refer it to a senior colleague.

If a meeting is required, then the employee may be accompanied by a colleague.

The decision of the Company shall be made and the employee will be informed of the conclusion in writing. The employee has the right of appeal. The employee should put their appeal in writing within 5 days of the decision of the grievance hearing. The decision of the appeal is final.

## The Redundancy Procedure

Sometimes the need for someone to be employed in a particular duty decreases or even disappears - in these circumstances the Company will investigate all the options.

The Company will always consider offering the employee alternative employment if a suitable opening exists. Unfortunately, this is not always possible or appropriate. In such cases redundancy may need to be considered.

There will be adequate consultation which may include a general meeting with who may be involved.

Individual meetings with a two way contribution will be fully minuted.

A second meeting with both parties having considered the facts/implications.

Selection of Last in first out (LIFO) will be adopted where possible.

We may take qualifications and employment history, administrative difficulties into consideration.

When the Company takes over a contract from another supplier the law protects the terms and conditions of employment in their original state.

However, statute allows changes for economic, technical and organisational reasons. Actions by employees, which increase costs beyond that which the contract will stand, may necessitate such changes to protect the viability of the job.

## Site Rules and Conditions

When entering or leaving the place of work you MUST report to the Site Supervisor/Cleaner in Charge.

Your time attendance must be recorded in accordance with Company procedures.

Infectious diseases (i.e. Persistent Diarrhoea) must be reported to the Site Supervisor before carrying out any duties on site.

- Smoking is not permitted on any site.
- Chewing gum is strictly banned from all food preparation areas.
- You must wear uniform and ID, which are provided by the Company.
- No jewellery may be worn (except for a wedding ring) whilst working at Food Retail sites.
- You must always wear suitable closed toe shoes for all your duties, as instructed in training. Footwear (other than PPE) is not provided by the Company.
- Cleaning cupboards must be kept clean, tidy and in good order at all times.
- The cleaning and removal of bodily fluids i.e. blood, vomit etc., must be carried out by using the provided kit. See the Site Supervisor.
- You are not allowed a tea break unless your shift is longer than 4 hours.
- All administration processes must be carried out when required.
- You must clock in & out using the Time Attendance Recording system including saying your name when prompted by the system.

If you are unable to carry out any of your duties because you are not allowed to enter the area involved, you must inform your Site Supervisor immediately.

Whenever possible, rubbish being removed from upper floor levels should be removed via the lift. When there is not a lift on site, then rubbish should be carried down the stairs ensuring that the load is light enough for you to manage i.e. one bag at a time with one hand on the banister rail for stability and safety. Always test lift the bag and if it is too heavy DO NOT ATTEMPT TO MOVE IT – inform your supervisor and they in turn will inform the client.

## Right of Search

For security reasons the Company and its clients reserves the right to inspect any vehicles, bags, cases, parcels etc. that are taken into, or out of the place of work. These searches will be carried out by the client security in the presence of your line manager. There will always be a representative of the same sex as the person being searched present.

It will always be regarded as Gross Misconduct to take property belonging to a customer or to attempt such, even products or items discarded by the customer. Most customers now have CCTV and other surveillance and if you are caught, the customer may well involve the Police and prosecute.

The Company reserves the right to remove any member of staff from site, if this is requested by the client.

The Company reserves the right to require a member of staff to attend any disciplinary hearing, appeal, tribunal or court as a Company witness, when relevant.

Should you refuse the right of search, this will be viewed as a breach of your employment contract and may result in dismissal for Gross Misconduct.

## Rules concerning the use of Electronic Equipment

The use of personal mobile phones on private matters in client time is prohibited. If there is a dire emergency permission to use the phone must be obtained from the client or from your line manager.

The use of personal electronic equipment (MP3 players, iPods, Walkman's etc.) while on site is prohibited. This is a breach of our Health and Safety Rules, as you would be unable to hear any emergency alarms and any blatant disregard of this rule will be treated as gross misconduct.

## Rules concerning the use of Clients Phones

The use of the clients' phones is prohibited at all times other than in the case of 'clocking in' and 'clocking out' of the Time Attendance system.

Most clients now have CCTV, surveillance, and monitor incoming and outgoing phone calls.

Should you disregard this ruling and be discovered then you will be suspended whilst the case for Gross Misconduct is investigated, with the likelihood of dismissal.

## Safeguarding

The company has a safeguarding policy in place which must be adhered to at all times. You will receive training in safeguarding as part of your induction.

Working in schools or social services sites operatives may find themselves in a situation where they see or hear something that doesn't feel 'right' - they have a legal and a moral responsibility to report this to an authorised person.

The company Safeguarding Officer is Samantha Fowles and she can be reached on 0844 247 9294. She will take details from you and then report any incidents to the authorities.

Always follow the Safeguarding Code of Conduct

Protect Yourself:

- Wear your ID and uniform – so that people know who you are and the company you represent
- Don't put yourself in a difficult position – e.g. alone in an area with a child or vulnerable adult
- Keep contact to a minimum – just do your job
- Make sure that people know where you are at all times – don't wander off into other areas
- Report anything that doesn't feel 'right'



## Confidentiality

During the course of your employment on the site(s) where you work you may come into contact with confidential information, belonging either to the Company or the Client.

Under no circumstances are you permitted to discuss or disclose that information to other colleagues or to a third party.

Under no circumstances are you to copy or remove any information that you may have access to as part of your duties.

The signing for the receipt of this handbook is your acknowledgement that you comply with this requirement.

Cleaning Assurance believes in a commitment to quality. If we cannot demonstrate to our customers that our services are rendered with exceptional quality as our foremost concern, we can jeopardise their support which is paramount to the Company's success.

Accordingly, clients must find Cleaning Assurance to:

- Proactively manage contracts
- Use trained staff in an organised and quality-conscious way,
- Maintain a controlled system for document issue,
- Allocate and record responsibility for all aspects of quality,
- Purchase material and services from company-approved sources, and to check conformance to the company specification on the arrival of the materials,
- Be able to identify all materials in our possession, and to handle these materials in a non-damaging way.
- Log and analyse all complaints and faults, and take appropriate corrective action as per company policy, to ensure continuous improvements in the quality of service to our customers,
- Meet the standards defined in ISO 9001 Quality Management Systems and provide objective, written evidence in support of that policy which will be retained for a specified time.
- Execute audits of the quality system to ensure continuous compliance with this policy statement.
- Review the success of this policy at predetermined intervals.

To demonstrate our commitment, we have developed a quality system designed to meet both the requirements of ISO 9001 Quality Management System and our most demanding customers, both now and in the future.

The Directors and Senior Management Team of Cleaning Assurance recognise that their business impacts on the environment. As a company we are committed to the prevention of pollution and minimising any potentially harmful effects wherever and whenever possible. This statement provides the framework for our environmental programme.

The Directors have made a commitment to comply with all applicable legal obligations and with other requirements relevant to the environmental impacts of the company's activities and to provide adequate resources to ensure this compliance.

The key points of its strategy to achieve this are:

- Minimising waste by regularly evaluating operations and ensuring they are as efficient as possible
- Encouraging staff to embrace the principles of the Environmental Policy by reducing, re-using and recycling wherever possible
- To minimise toxic emissions through the selection and use of its fleet and the source of its power requirement
- To actively promote recycling amongst its customers and suppliers
- Source and promote a product range to minimise impact on the environment

Meet or exceed all the environmental legislation that relates to the Company

The company's environmental management system has been documented, implemented and accredited to meet the requirements of BS EN ISO 14001:2004 and the company will monitor delivery of any improvements. The policy is communicated to all employees and is available to the public if required.

Cleaning Assurance Limited has always been committed to developing every member of the team through training. Not only does this improve working standards, it also maximises job satisfaction.

The purpose of this Training Commitment and Policy is to define the success we hope to gain and to describe how we aim to achieve this. The result is a focused approach, which will benefit the Company and all employees.

Staff will be trained according to job role in conjunction with the structured training plan.

## Company Training Philosophy

Many benefits will be gained by providing ongoing training. These benefits will be enjoyed by the Company, as they all lead to improved efficiency and greater effectiveness. Employees will also reap the rewards of job satisfaction and career development, so long as they are as committed to learning, as the Company is to training.

'An Able Workforce' will be developed as employees become more skilled in the technical aspects of the job. This will result in higher cleaning standards and will allow a greater pride in work completed.

'A Motivated Workforce' will develop as employees see the effect that good cleaning has on the location and its people. Employees will also appreciate that the Company values them highly and wants them to progress in their career.

'A Safer Workforce' will be developed through health and safety training. The benefits of this are obvious, as nobody wants to see themselves (or any of their colleagues) injured or involved in an accident.

'An Environmentally Conscious Workforce' is important in any industry, but especially in our industry where the use of chemicals is extensive.

'A Cost Effective Workforce' is a result of less waste and greater productivity. It is not just the Company that benefits, because by making the operation more cost effective, the Company can either make greater profits or reduce charges to its clients.

'A Retained Workforce' is the aim for every company in the contract cleaning industry. By creating a valued and consistent workforce the Company is able to offer a reliable service to its customers.

'A Strong Image' will be gained if every member of the team works with a professional attitude. Employees will benefit through a greater pride in their position. The Company will benefit from an enhanced reputation throughout the industry.

## Approach to Training

By clearly setting out the Approach to Training, Cleaning Assurance are able to plan and provide a consistent, high quality training programme for every member of the team.

'Appraising' the training methods will ensure continuous improvement by highlighting which training is effective - and which is not so effective,

'Assessing' the requirements of all personnel on a continual basis will ensure that every member of the team will be able to continually improve, because nobody is perfect, but everyone is important.

'Defining' different methods of training delivery, appropriate to needs, will improve the understanding of the person being trained. The Company knows that while one method of training is good for some people, an alternative approach may be required for others.

'Allocating' considerable financial resources, suitable to the requirement, will ensure that everyone will have access to training and development. It also means that the cost effectiveness of training methods will be carefully monitored, as good training is not just about the allocation of money.

'Assigning' responsibility for training to the defined Line Manager will provide every member of the team with someone to discuss their training needs; someone who knows the employee and someone who understands the employee's role and duties.

'Innovating' in-house training techniques and facilities will enable the Company to provide training that is both cost effective and time efficient.

'Including' training designed by specialists will help us achieve the highest possible standards in all relevant subjects.

'Complying' with all current and new legislation means that, where applicable, training methods conform to the very high standards that are required by relevant

### Underlying Philosophy

Cleaning Assurance believes that the recognition of individual ability and merit, the absence of discrimination and the promotion of a positive attitude towards diversity will result in the most productive deployment of skills, expertise and competence across the company.

Cleaning Assurance also believes that increasing diversity and valuing differences will help frontiers become more progressive and innovative.

Cleaning Assurance recognises and accepts the legal obligations to have suitable equality employment policies and practices in place.

### Objectives

To have in place processes and practices which facilitate individual progression and opportunity based on employees ability and contribution, and which are free from discrimination and meet legal obligations.

To establish an inclusive culture in which employees, potential employees and customers are treated with dignity and respect.

### Principles & Practices

Cleaning Assurance will ensure access to employment, training and promotion is:

- Free from discrimination on the grounds of gender, sexual orientation, marital status, creed, colour, race, religion, age, ethnic origin, nationality, union status or disability.
- Based solely on the objective assessment of ability and other relevant job related criteria.
- In case of training and career development, based on assessed need.

Any allegation of discrimination will be treated seriously and investigated fully; any case of discrimination will be dealt with in accordance with Cleaning Assurances disciplinary policy.

Those involved in decision making shall be trained to ensure that decisions are based on objective criteria and can be justified. The main area where such processes shall be established are:

- Recruitment and selection
- Career planning, promotion and transfer
- Training and personal development
- Redundancy

### Responsibilities

Senior Managers will demonstrate their personal commitment to this policy by raising their own levels of awareness, challenging inappropriate behavior's and championing appropriate policies and practices.

Human resources will have the responsibility for monitoring compliance, reporting on performance against policy agreeing resources as well as driving actions in conjunction with appropriate managers and staff.

It is the responsibility of all staff to behave in a manner which reflects the inclusive culture that Cleaning Assurance Ltd is trying to achieve.



Cleaning Assurance Limited firmly believes that the prevention of accidents and the maintenance of a safe and healthy environment are of the utmost importance. Therefore, the Company makes great efforts to ensure the safety of all employees and any other persons on or around the cleaning operation, who may be injured by the acts or omissions of any employee.

Overall responsibility for this policy rests with the Managing Director, who is aided by the Operations Manager. Areas of responsibility will also be taken up by the Senior Management Team.

All management must accept Health and Safety issues as part of their responsibilities. Area Managers and Site Supervisors are responsible for ensuring that safe conditions and practises are maintained on site.

*It is the responsibility of the management to:-*

- Provide adequate control and maintain a safe place to work.
- Provide and maintain safe plant and equipment
- Provide protective clothing where necessary.
- Provide training and supervision to maintain safe and healthy working systems and conditions for all employees.
- Comply with all relevant legislation.
- Consult with employees on matters affecting their health and safety

*It is the responsibility of the employee to:-*

- Take care in their actions that might affect the health and safety of themselves or any other person.
- Respect and comply with the Company's Health and Safety Policy and Procedures.
- Report any accidents or potential dangers to the Area Manager or Site Supervisor, who will report the incident to the Company's Health and Safety Manager.
- Wear the protective clothing provided by the Company.
- Take part in any Health & Safety training provided by the company

Action can be taken by the authorities against an individual who has not complied with the regulations. Actions are not confined to proceedings against the employer.

Cleaning Assurance Limited will provide the necessary financial and human resources required to implement this policy. However, this Health and Safety Policy can only succeed if it supported by every single member of the team. This means that all employees must give full commitment and co-operation to the Procedures and Policy, ensuring the safety of themselves, their colleagues and any other person who might be affected by their acts or omissions.

Section A: What You Must Know

Section B: Organisation for Safety

Section C: Policy Implementation

Section D: Safe Working Practises

Section E: Fire Procedures

Section F: Do's and Don'ts

Section A: What You Must Know

- The name of your Area Manager or Site Supervisor.
- The name of the person who is responsible for Health and Safety on your site.

Location of:

- Nearest Emergency Exit
- Alternative Emergency Exits
- Site First Aid Box
- Evacuation Assembly Points
- Nearest Fire Alarm Point
- Nearest Telephone
- Nearest Fire Extinguisher
- Emergency Telephone numbers

## Section B: Organisation for Safety

All employees of the Company are expected to be aware of and to follow the Health and Safety Policy at all times and follow procedures as instructed by their Line Manager or Health and Safety Manager.

The Directors of the Company have appointed a Health and Safety Manager for the Company who is located at the Company's Head Office.

*The Health and Safety Managers' duties are:-*

- Implementation of the Health and Safety Policy.
- Follow correct reporting procedures and investigate all accidents.
- To complete Risk Assessments for all company activities.
- To ensure all reportable accidents are reported to the Health and Safety Executive correctly.
- To ensure all employees of the Company are informed of their responsibilities and receive adequate training in Health and Safety matters.
- To ensure that accident books and all other safety documents are provided and accurately maintained.
- To monitor compliance with the policy and arrange regular meetings with managers and technical supervisors to discuss improvements to procedures.
- To arrange supplier visits re introduction of new equipment, chemicals or work practices.

The Company's organisational structure for Health and Safety is available from Head Office.

## Section C: Policy Implementation

### Training

The Health & Safety Manager will ensure that the Company's policies comply with current legislation and are updated wherever necessary.

Area Management will also ensure that general supervisory staff will attend training sessions on Health & Safety at Work and Accident reporting.

### Accident Reporting

All accidents must be reported to the Site Supervisor / Area Manager as soon as possible; they will then contact Head Office. Accident investigation will be completed by the Area Manager or by the Health & Safety Manager and reports will be kept at Head Office. If any risk areas are identified, procedures and training will be put into place to minimise further occurrences.

An analysis of all accidents will be reported at Management Review meetings. It is the responsibility of the Health & Safety Manager to report all notifiable accidents to the appropriate authority.

### Site Inspections

All Area Management, on their regular site visits, will also review Health & Safety systems on sites. Any recommendations must be submitted to the Health & Safety Manager for the attention of the Management Review meetings.

It is the responsibility of each individual to report any hazard to their immediate superior, who in turn will take appropriate action.

### Protective Clothing

Protective clothing and equipment will be provided where necessary. The Area Manager or Supervisor will inspect the equipment and give instructions for correct usage. Employees must wear / use the safety equipment provided at all times and maintain it in good condition. Failure to do so may result in disciplinary action.

### Fire Prevention

All hazardous materials must be clearly marked to remind employees of potential risk of fire and/or explosions.

It is essential that all materials are stored and used only according to the manufacturer's instructions.

Employees using such materials will receive proper training in their use prior to work commencing, which will include fire evacuation procedures where necessary.

Fire Exits must be kept free from obstruction at all times.

Fire precautions are explained as part of induction training. Fire Drills are in accordance with each site.

## Chemicals

Chemicals must only be used as per the manufacturer's instructions. Chemicals should never be mixed or decanted into unmarked containers. All chemicals must be stored in a cool, dry place. Chemicals may only be used after adequate training has been given by a responsible person.

Chemicals are assessed and 'Control of Substances Hazardous to Health' (C.O.S.H.H.) details are held in both in the Site Files on each site and at Head Office. C.O.S.H.H. requirements are explained as part of training procedures.

## Plant & Equipment

All plant and equipment must be used, maintained and serviced as per the Company procedures.

## Care of the Equipment

Always ensure that vacuum bags are emptied or replaced. Always check the cable, plug and socket for any sign of wear or damage before use. If damage is apparent do not use the equipment - label 'OUT OF ORDER' - and report it to the Supervisor for the attention of the Maintenance Department.

## Manual Handling

The Company will comply with Manual Handling Regulations. Training will be provided where relevant.

## Risk Assessments

Risk assessments of working tasks are carried out, recorded and updated by the Health & Safety Manager. Records are held at our Head Office.

## Equipment Testing

The Company complies with the *Low Voltage Equipment (Safety) Regulations 1989* and carries out regular tests and inspections of all portable electrical equipment. Records of these are kept at Head Office.

New equipment carries the Manufacturers Guarantee; any second hand equipment installed by The Company must comply with the Low Voltage Equipment Regulations and must be tested before being sent to site.

## Disciplinary Procedures

Any person found to be in serious breach of Health & Safety Regulations and Practices will be disciplined under the Company's Disciplinary Procedure.

## Health Surveillance

As far as is practicable, we endeavour to purchase chemicals which do not cause an allergic reaction. We complete regular COSHH assessments to monitor the risks and if there is a possibility of sensitivity occurring when using any chemical we make the operatives aware and complete training on the specific control measures required by the manufacturer.

As a general rule employees should always:

- Wear any PPE provided (gloves, masks etc)
- Never use the hands as tools
- Always wash hands after using chemicals
- Inform the office if a skin problem develops or if you have an existing problem
- Visit a GP if the skin becomes inflamed or sensitivity occurs
- No contact – no reaction

### Section D: Safe Working Practises

#### 1. Suction Cleaning Machines

- Ensure cable is not damaged or twisted.
- Always unwind cable fully.
- Ensure vacuum bag is not full or damaged.
- Ensure plugs and sockets are not cracked or broken.
- DO NOT attempt to repair vacuums yourself.
- DO NOT use faulty vacuums, label them 'OUT OF ORDER' and report them to your Supervisor.
- DO NOT allow cable to run across corridors and under doors.
- Make sure the machine's cable is behind you, the operator, whilst working.
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#### 2. Floor Polishing Machines

- Ensure cable is not damaged or twisted.
- Always unwind cable fully.
- Ensure plugs and sockets are not cracked or broken.
- Ensure base plate and pad/brush is attached before machine is switched on.
- Ensure handle is lowered to correct height for operator.
- If machine is vacuum assisted, ensure vacuum bag is empty.
- Ensure safety switches are not taped down.
- Ensure cable is well away from area of operation at all times.
- If floor scrubbing or stripping is in operation ensure 'WET FLOOR' signs are in use.
- Make sure the machine's cable is behind you, the operator, whilst working



### 3. Battery Operated Scrubber Dryers

- Ensure the batteries have been fully charged.
- It is important that the lid is raised and the batteries well ventilated while charging.
- Turn off charger at the mains switch.
- Disconnect battery charger from battery lead.
- Connect battery and machine leads - close lid.
- Make sure all controls are switched off and brush head is raised while changing the brushes.
- Ensure you have the right brush for the type of floor.
- Fill solution water tank with clean water and carefully measured chemical.

Check all controls are working:-

- Switch on control key.
- Check forward and backward control lever power.
- Check brush lift and drop.
- Check squeegee drop and lift.
- Check solution fluid.

When cleaning operation is complete:-

- Empty dirty water tank.
- Empty clean water tank.
- Disconnect squeegee and clean.
- Disconnect brush and clean.
- Do not store machine with brush on.
- Check and clean motor filter.
- Wipe outer covers clean.
- Move machine to charge.
- Lift lid and support.
- Disconnect battery and machine connection.
- Check level of battery fluid once a week. If below plates, top up with distilled water.
- Connect battery charger terminal to battery terminal.
- Plug in battery charger to the mains and switch on.
- Switch on battery charger checking the dial to ensure charge is positive.

Section F: Do's and Don'ts

*DO*

- Ensure you comply with these guidelines.
- Ensure you work only in your designated area.
- Obey your Supervisor's instructions.
- Wear the protective clothing provided.
- Inspect your area of work for any potential hazards.
- Keep your equipment clean and tidy.
- Obey all safety signs i.e. NO SMOKING.
- Check your machinery and cables for any sign of wear i.e. cuts or bare wires.
- Report any damaged machinery to your Supervisor.

*DO NOT*

- Use faulty equipment.
- Smoke on clients' premises.
- Run in the buildings.
- Leave equipment or machinery where you or others may trip over it.
- Bring children into your place of work.
- Tackle a fire alone.
- Put yourself or others at risk.

## Section E: Fire Procedures

### *If You Discover a Fire:*

Raise the alarm by breaking the glass of the nearest Fire Alarm Point or other Fire Alarm Indicator and telephone for emergency services from a safe point.

Leave by the nearest fire exit shutting doors behind you, and ensuring any equipment used is not obstructing any Fire Exit or corridor.

Go to the evacuation assembly point and await instructions.

### *If You Hear an Alarm:*

Leave by the nearest Fire Exit shutting doors behind you, and ensuring any equipment used is not obstructing any Fire Exit or corridor.

Go to the evacuation assembly point and await instructions

Do not re-enter the building until you are told it is safe to do so.

## Emergency Plans

In the event of an emergency i.e. gas leak, explosions or leak of hazardous chemical, raise the alarm and follow site evacuation procedure.

## First Aid

First Aid facilities are agreed with each individual site as are the use of toilet and welfare facilities.

## MAIN CONTACT DETAILS

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