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# COMPANY QUALITY CONTROL & CUSTOMER CARE POLICY

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Performance Document for Company Quality Control & Customer Care Policy, Edition 8, March 2019

## **CONTRACT MANAGEMENT PERSONNEL**

All sites currently maintained by our company have in place an area manager who is responsible for the overseeing of the contracts under him or her. Most area managers are based locally to the area's of the contracts they cover. On small sites the area manager is solely responsible for the supervision of the operatives on site. In the case of large sites, his management hand is strengthened by the use of, on site supervisors or charge-hands, who liase with them on all areas of the contract. These supervisors/charge-hands, when trained properly can relay messages and solve unforeseen problems, before they become serious issues needing the area managers or the site managers attention.

In the case of area contracts, with a large amount of closely grouped buildings, we have in place, one area manager responsible for direct liaison with the client and building managers. They are also responsible for the regular inspections, as required under our ISO 9002, ISO 14001 and OHSAS 18001 certificates.

## **ATTENDANCE CONTROL - SIGNING IN/OUT**

A signing in log is kept on every site with the security where applicable. If any member of staff does not arrive, in the first instance the supervisor would either contact a site trained "floater" person to cover the work or if they were not available would arrange cover from within the shift. If the supervisor were absent, then another member of the shift would assume the supervisors role. They would then phone the area manager to obtain assistance or confirm that cover had been arranged. Each cleaner would also have strict instructions to ring the site should they be unable to attend. At the end of each shift all staff would be required to sign out. The manager also has access to local staff on other contracts and to our mobile general teams by telephone. Should the need arise he can call on either source in all but the most extreme of circumstances, to alleviate a short fall of staff.

## **PERFORMANCE MONITORING SYSTEMS**

### **OUR PHILOSOPHY:**

Under our ISO 9002, each manager and supervisor carries out either weekly or monthly inspection of all aspects of the works on site. These together with regular liaison visits with the building managers has, in our experience provided good management of all types and sizes of sites.

### **MANAGERS:**

Area managers are required to make a regular inspection using our own Key Performance Indicator sheets, (K.P.I's), for each of their sites. They have also to have regular meetings with the clients or building managers to ensure satisfaction. Once this is done they have to report to either the general manager or director on any aspects of a contract that requires their higher management attention, as soon as they arise. At monthly management meetings any other aspects of their contracts, which need be raised with the general manager or director's can then be aired and resolved. These monthly meeting's, keep the higher tiers of management within the company informed on the day to day happenings within the contracts on any particular area.

### **SUPERVISORS:**

Site supervisors are required to report to their area manager on almost a daily basis. This is to keep them informed of anything, which might be relevant to the smooth running of the contract. Supervisor are also required to monitor the performance of their contract and staff by means of written inspections and staff tests. The results of these inspections and staff tests are given to the area manager for appraisal and filing.

### **GENERAL STAFF & JANITORS:**

As the staff on site, are usually the client's first point of contact, we ensure that all staff are given sufficient training in our method and approach to cleaning and customer liaison. They are responsible for carrying out their duties to the required standard and in the proper fashion. Any deviation from the agreed procedures will lead to disciplinary action, as laid down in our employee handbook and possibly dismissal.

**MANAGEMENT OF INADEQUATE STAFF:**

If any staff were found to be lacking in ability and after the appropriate training they did not improve then the companies disciplinary procedures would be evoked. If their work still did not improve following the appropriate warnings, then subsequently that person would be dismissed.

**CONTROL OF WINDOW CLEANING / PERIODIC WORKS:**

All periodic work and window cleaning task are instructed and carried out against works docket/satisfaction note. Once the work has been completed the docket/satisfaction note will be given to the clients representative for signing.

**STAFF INCENTIVISATION:**

To further aid our managers in incentivising our staff to stay with the company, improve their skills and standard of workmanship and learn new skills we use both internal awards and the offer of more work to those staff who prove their worth. Our internal awards for “Well Kept Kit”, (Award, for keeping equipment clean and well maintained) and “Time & No Commotion”, (Award, for good time keeping and no sickness), have helped to retain and reward our key members of staff. The offer of further work opportunities and overtime also help to retain good staff.



## **STAFF TRAINING PLAN**

### **METHODS**

All staff are briefed in our method and approach to cleaning at the outset of the contract through induction training.

### **C.O.S.S.H.**

All staff will also be required to familiarise themselves with C.O.S.S.H., data relating to our materials and chemicals.

### **EQUIPMENT**

Where staff are required to use machinery of any kind, full instruction will be given to them. In most cases this will be by the manufacturers.

### **PROFICIENTCY TESTING**

All new staff would be required to pass a simple test to assure the supervisor and managers that they are familiar with C.O.S.S.H., health & safety and the fire procedures within their site.

### **MANUAL HANDLING**

All staff will have a manual handling assessment for their duties to examine the tasks involved and any reasonably foreseeable injuries. Action will then be taken to prevent such injuries by manual handling training as required.

### **UNIFORMS & PROTECTIVE CLOTHING**

All staff will be supplied with both uniforms and where necessary protective clothing, which they will be required to care for and wear as part of their employment contract.

### **STAFF HANDBOOKS**

All staff when employed, are issued with a copy of the company handbook. This handbook gives the employee information on the company and their rights within it. The handbook also covers "Health & Safety" issues and gives a simple guide to C.O.S.S.H., together with chemical/material usage's.

### **AWARDS**

All staff will be issued with a certificate, showing that they have achieved an acceptable level of training for their position and job requirement.

## **SETTING UP OF OPERATIONS & CHANGEOVER PLAN**

Firstly it is as wise to point out that, most contracts will always suffer from some degree of disruption during a change of contractor. That said it is the job of the area manager, to pull all of the pieces of the contract puzzle together. This can only successfully be achieved if he has adequate resources to allow him to retain good existing staff and attract further high calibre operatives. I believe that the terms & conditions package's, we have put together for this contract, will allow us to retain the good existing staff, that might wish to stay and attract new staff to fill vacant positions. If successful, we would approach the building manager as soon as possible, to ascertain those existing staff who the manager feels they would wish us to retain and of these staff, those who would wish to remain. Following this we would make up the short fall from our own staff pool.

If at the start of the contract we were still short on staff, then these positions would be made up from our mobile teams, until they were filled.

A full management team would be on sites, at the onset of the contract to ensure as smooth a start as possible. Access to some of the store, rooms might be required on the proceeding weekend to the contracts start to facilitate, placement of materials, machinery and general preparation work.

## **UNEXPECTED ABSENCE COVER**

A signing in log is kept on every site with the security where applicable. If any member of staff does not arrive, in the first instance the supervisor would either contact a site trained "floater" person to cover the work or if they were not available would arrange cover from within the shift. If the supervisor were absent, then another member of the shift would assume the supervisors role. They would then phone the area manager to obtain assistance or confirm that cover had been arranged. Each cleaner would also have strict instructions to ring the site should they be unable to attend. At the end of each shift all staff would be required to sign out.



## **STAFF TERMS & CONDITIONS OF EMPLOYMENT**

1. All staff employed by CLD Services Ltd, are employed in accordance with the EU "Working Time Directive.
2. All staff employed by CLD Services Ltd, are employed directly.  
  
All staff employed by CLD Services Ltd, will be paid at least the Legal Statutory minimum hourly rate pay.
3. All staff employed by CLD Services Ltd, will receive a minimum holiday entitlement of 20 days. This holiday entitlement does not include the use of bank holidays in its make-up.
4. We have allowed for all staff to have S.S.P for all sickness absents.
5. There is currently no pensions, bonus schemes or other such benefits with these positions.

### **REQUIREMENTS OF CLEANING PERSONNEL & VETTING**

1. All staff employed by CLD Services Ltd, will be required to produce the statutory documents which show that they are legal to work in the UK. This currently includes, a passport with work permit as applicable, National Insurance Card, P45 or completed 46 tax coding form and CLD's own employment application form detailing an acceptable bank account for wage payment by BACs. Where required by clients, we will also do a CRB check.
2. All staff employed by CLD Services Ltd, will receive as a minimum the level of training for their position. This will be reviewed and increased as the need arises.
3. All staff employed by CLD Services Ltd, will be fluent in English, both spoken & written, and will be able to understand given instruction. This will be reviewed in the case of staff we are required to take over under T.U.P.E.
4. All staff employed by CLD Services Ltd, will comply with both the clients "No Smoking", policy and the law.
5. All staff employed by CLD Services Ltd, will be given the appropriate uniform or protective clothing for their position.