

SPARKLE CLEANING CO (LONDON) LTD

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COULSDON
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COMPANY POLICY & GENERAL INFORMATION

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Sparkle Cleaning Co (London) Ltd

Providing a first Class office cleaning service in London and the surrounding areas since 1991.

Since 1991 we have specialised in providing office cleaners to a wide variety of commercial premises in London. Our range of services are tailored to the requirements of each business and setting, and our established status allows us to offer flexible contracts from just a few hours per week, to dedicated multi-cleaner daily cleaning regimes for much larger organisations.

Our staff are trusted and hardworking and we ensure that all our staff training and performance is reinforced by frequent site supervision and quality checks. We take our agreements with you seriously and take pride in maintaining the level of service you have chosen to our high and consistent standards.

Sparkle Cleaning Co (London) Ltd operate in the commercial office environment as well as within:

- Pubs & Restaurants
- Retail
- Museums
- Art Galleries
- Entertainment

Our versatile approach to cleaning offers our customers comprehensive services at appealing rates, with assured quality and excellent communication. Our supervisors are on hand to speak to you 24 hours per day and the timing of your office cleaning will be arranged to cause you minimal, if any, disruption.

Our knowledgeable office staff would be pleased to discuss your requirements, so if you are looking for top quality office cleaning services in central London or the surrounding areas, or you are interested in finding an improvement upon your current provision contact us now and we will be happy to arrange a free quote.

Please contact our friendly team at Sparkle Cleaning Co (London) Ltd today via our email address to discuss this service.

GENERAL INFORMATION

The client's instructions are fully understood as is the standard of cleaning required throughout the building.

Health & Safety at Work Act 1974

The Company complies fully with the Act. All staff employed by Sparkle Cleaning Company (London) Limited are made fully aware of their obligations under the Act. (Our comprehensive Health and Safety at Work Manuals for our office and window cleaners are available on request.)

Safety Policy Procedure

All information is provided to the client regarding our safety policies and a full risk assessment is undertaken before we commence any work. Full COSHH information sheets are available for all products used in all contracts.

Cleaning Times

The company is completely flexible regarding cleaning times and will work at any time to suit the client's requirements.

Organisation Chart

A full organisation chart showing all requirements of the contract together with details of employee work areas, responsibilities and staff details is provided. The chart is up-dated on a weekly basis showing completion of projects and any other changes including when all periodical work is undertaken.

Contract Terms

Agreed contract terms are by acceptance of our quotation in writing. Thereafter, the contract will run on a month-to-month basis. Termination is by exchange of letter by either party giving one full month's notice.

Relief for Absenteeism and Vacation

Suitable and acceptable supervisors, day staff and night cleaning staff are available at all times in cases of sickness or annual holidays. Emergency back-up is provided by our mobile teams and quick response units throughout the day.

Accounting Records

All records relating to invoices for materials and any other accounting books relevant to the contract are readily available for inspection at any time. Signing in/out sheets will be held at security and will be monitored by the area manager responsible for the contract on his regular visits.

Security and Identification

Sparkle Cleaning Company (London) Ltd agrees to abide by and comply with clients' security arrangements and requirements of their building security staff.

All staff are issued with identity cards bearing their photograph, a copy of which is kept

in our offices, together with their employment records and other details. All are issued with distinctive Company shirts and protective wear.

Full names are provided of all cleaning staff if required.

Telephone Access and Other Services

All staff are warned in writing on their commencement of employment with the Company regarding the use of any client's telephone or other communication equipment.

Building Repairs

Management and supervisors are instructed to report immediately any damage or needed repairs to fixtures or fittings.

Weekly Records

Weekly records showing the number of staff employed every day and their work locations within the building will be maintained in a register in an agreed format.

Electrical Equipment

All floor machines, vacuum cleaners and other electrically operated equipment are constantly up-dated and replaced as necessary to ensure that all plant and equipment is in perfect mechanical order at all times. Inspection and repairs comply with the Electricity at Work Act (1991). All electrical machinery is logged on our computer and checked and inspected annually.

Training and Induction

The Company provides on site induction and training to all employees and continues to provide training and maintain records of training given to all employees.

Insurance

The Company is fully insured for public and employers' liability with Iron Trades Insurance Co Ltd. Full details of our policy are available for your inspection.

Invoices

All invoices are submitted on a Monthly basis in an approved formation and can be broken down as required.

Communications

Before the commencement of any contract a full list of directors and supervisors' mobile numbers are supplied in order that any client can contact any member of the Company outside normal office hours in case of emergency.

NOTE: Name of clients for references and Bank details are not to be given until the contract is secure.

CORPORATE STRUCTURE

Company: Sparkle Cleaning Company (London) Ltd

Address: 27 Wilhelmina Avenue
Dutch Village, Coulsdon
Surrey CR5 1NL

Registered Address: As above

Company Registered: 1991

Registered Number: 2368767 (England)

VAT Number: 57 42720 37

Directors: M J Hamilton – Managing Director
R J Hamilton - Director

Office Manager: Faye Cooke

Finance Manager: Donna Hu-Green

Insurance: Employers Liability 10m
Public / Products Liability 5m

Camberford Law

Bankers: On Request

Account Number: On Request

Registered Auditors: Hamilton – Eddy & Co
39 Tamworth Road
Croydon
Surrey CR0 1XU

STAFF RECRUITMENT

We take particular care in the selection of our staff at all levels. Our procedures are designed to provide staff with the level of skill and experience that will enable them to perform the task for which they are employed.

The following information is required: -

- a) Name of person recommending applicant
- b) proof that the person is able to legally work in this country i.e. that they are either a resident of an EC Country or that they can provide original documentation and passport with the relevant Home Office work permit and visa entry stamp.
- c) That the applicant has a current bank account or building society account.
- d) Proof of living at a permanent place of residence.
- e) That the applicant has a NI card.
- f) Proof that the applicant has worked for another organisation for at least one year and the provision of name of employer, contact, address of contract employed at in order that references can be checked.

If all the above criteria are in order and we believe the applicant has sufficient experience to fill the vacancy, then and only then, will we offer employment.

Asylum and Immigration

The Company is fully aware of the recent Government legislation and penalties that can be levied on any company knowingly or unknowingly employing illegal immigrants. Every precaution is taken to ensure that this does not occur.

TRAINING AND INDUCTION

Sparkle Cleaning Company Ltd recognises the importance of induction and training for all levels of staff, particularly in the areas of product use and health and safety. We take particular care in the selection of our staff. Our procedures are designed to provide staff with the degree of skill and experience that will enable them to perform the task for which they are employed.

To achieve this high standard of service, Sparkle Cleaning recognises the very important contribution every member of staff has to make. To help employees make this contribution the Company aims to provide a friendly and happy working atmosphere. The Company ensures that:

1. all staff will receive Induction Training
2. all staff understand their job and know their full responsibilities and areas of work
3. Our “speak up” policy enables any member of staff who has any problem whatsoever, to get help and advice.
4. training will be provided to help employees achieve our aims and

Objectives in providing a quality service to all our clients.

5. to help our employees in their jobs we ensure that:
 - They always have the best available equipment, materials and products they need to do their job properly
 - All electrical equipment is regular inspected and serviced
 - Equipment which breaks down is replaced immediately

All employees of the Company are responsible for contributing to the quality of service given to our clients and are responsible for achieving the required standards of performance in their job. It is every employee’s responsibility to be aware of their individual and collective obligations under the Health and Safety at Work Act 1974. Abbreviated copies are available in English, Spanish and Portuguese.

During their Induction Training all staff are informed of the following:

1. The area they are to clean.
2. What equipment to use and how to use it.
3. Cleaning products - What to use and when.
4. The situation of the cleaners’ cupboard.
5. Their hours of work and wage rates.
6. The standard of dress and personal hygiene required, that they must always be presentable and that their image reflects that of the Company.
7. Ensure that they always sign in and out of the building.

8. That they are fully aware of the building's fire and evacuation regulations and that they understand their responsibilities and where their assembly areas are located.

Additionally regular in-office and on-site training is given to all supervisors and staff.

Due to our company experience and commitment we sincerely believe that our management team has a deeper and more thorough knowledge of products, operating methods and man management than any of our competitors in the office contract cleaning industry.

It is the responsibility of senior management to ensure that our staff receive the correct level of training applicable to the individual's responsibilities, that they understand our company ethos and that of our clients and most importantly, recognise the need to provide the highest possible standards of service.

Sparkle Cleaning Company Ltd is an Equal Opportunity employer and adheres to statutory requirements under the Race Regulations Act.

QUALITY STATEMENT

Sparkle Cleaning Company Ltd has the reputation of providing all of its clients with a total quality service at all times. This is achieved by constant and consistent hands-on management leading from the front.

Quality targets are not set by the static supervisors; their aim is to achieve the standards set by the Managing Directors – M J Hamilton and R J Hamilton.

The first step to achieving a consistently high standard is to employ a regular, conscientious team of cleaners who are paid the correct rate for the job that they are expected to carry out. The benefit of employing a consistent team of cleaners is threefold: - firstly, in-house training, based on specifically developed programmes can be carried out on a continuous basis; secondly, specific skills such as marble/terrazzo cleaning and maintenance can be implemented at an early stage and continued using the very latest ultra high-speed equipment chemicals; thirdly, by specializing the labour force into teams (i.e. office cleaning, toilet cleaning and kitchen cleaning) individual training about the specific requirements of the job can be taught and maintained.

By having a consistent labour force, security of the building and our client's property are greatly increased and recruitment is reduced to a minimum. A well paid consistent team of staff will take pride in their job and a pride in the buildings they clean.

Regular quality auditing is undertaken by the management team.

HEALTH AND SAFETY

Company policy for Health and Safety at Work:

1. It is the Company Policy that all possible steps will be taken to ensure the health and safety of persons and to prevent damage to Company and client's equipment and property.
2. It is a requirement of all employees to conform to Company Policy and to accept and carry out their responsibilities. All employees with specific responsibilities must ensure that they are adequately delegate in their absence.
3. All employees who authorise work or any function to be carried out at any time must conform to the Health and Safety at Work Act.
4. The Factories Act is to be complied with at all times, along with procedure and any policies at the client's premises. All employees should contribute towards making the work areas as safe as possible.

The Company will give complete backing to this policy and will support all those employees who endeavour to carry it out.

ENVIRONMENTAL POLICY

Sparkle Cleaning Company Ltd is committed in line with other leading organisations to provide products that help protect the environment and reduce pollution.

The summary of our policy is as follows:

1. To ensure environmental implications are considered when assessing client's requirements.
2. To conserve the use of energy and raw materials.
3. To reduce waste as far as possible.
4. To use, as far as is practical, re-cycled products.
5. To improve the working environment.
6. To train employees in good environmental practices.