

**cleanTEC**  
commercial cleaning specialists





## RANGE OF SERVICES

Our Management and supervisor's possess experience in a wide range of services that allows us to provide our clients with a totally inhouse service.

The scopes of services provided are:

- Daily Office & Window Cleaning
- Retail Cleaning
- Industrial & Leisure Cleaning
- Paint Washing
- Pressure Washing
- Kitchen Cleaning
- Graffiti Removal
- Specialist floor cleaning to all surfaces including marble, terrazzo, granite, vinyl, wood, slate and quarry tile
- Carpet & Upholstery Cleaning and Protection
- Dry Waste Disposal

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- Janitorial Staff
  - Messengers/Mail Room Staff
  - Porterage Staff
  - Specialist Computer Staff

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Supply and Delivery of Consumable Items: *Toilet Rolls, Soap, Hand Towels, Refuse Sacks, Bin Liners etc.*

- Linen Supplies and Laundry Service
- Toilet and Wash Room Dispensers and Requisites

## COMPANY PROFILE

With over 30 years joint experience Cleantec Services Limited was established in Watford in February 2000. Our success as a local and regional supplier of cleaning and support services confirms our credibility as a reputable, efficient Company that is vital for contracts of prestigious significance.

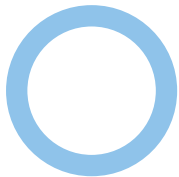
We pride ourselves in:

- Our ability to maintain our client satisfaction.
- Technical expertise and support to our clients.
- Established links within the region to clients and staff.
- Support to prospective clients through indepth knowledge of the industry and Emergency support services.

The objective of Cleantec Services Limited is to expand our company through organic growth by:

- Providing an unrivalled quality and cost effective service.
- Being proactive in introducing new ideas and innovative techniques to our clients.
- Investing in a mature and professional staff and management team.
- Ensuring our administrative support, training, health and safety and quality systems are operating effectively at all times.
- Investing in the correct equipment.

Since our inception Cleantec Services has built an enviable reputation for delivering a quality service. Our professional proactive approach to management combined with one of the industries highest staff retention rates has enabled us to grow steadily to become one of the regions leading independent service suppliers.



## INNOVATIVE TECHNIQUES

Cleantec Services is always striving to increase service performance and the standards they supply to their clients. To continually do this we actively look for alternative product ranges and new innovations to supply a more cost effective and improved service. The following are a selection of examples that have already been introduced to current clients.

- Alternative chemical ranges that are environmentally friendly and increase productivity.
- Alternative equipment such as Pedestrian Sweepers, these increase productivity and care for the fabric of carpets.
- Introduction of a Training and Quality department which has increased productivity and staff morale, by utilising up to date programs.
- Working with clients to reduce waste disposal, by introducing recycling measures.
- Offering the latest computer software, geared to the cleaning industry, to monitor site usage of both staff hours and stores.
- Offering a single combined service covering all aspects of the clients site.



## RECRUITMENT FOR NEW CONTRACTS

Following consultation with the Client and taking into account our own requirements, it is our policy to offer employment to existing staff. We recruit staff to fill vacancies by advertising in local newspapers, Job Centre and by advertising within CLEANTEC SERVICES LTD.

Our Management and staff are generally promoted and transferred from within our existing workforce, thereby, ensuring the Company systems and procedures are introduced immediately and consistency attained.



TECHNIQUES, RECRUITMENT

## STAFF RECRUITMENT PROCEDURES

Our Company's policies on the employment of staff are practised rigorously, to recruit the best person for each vacancy, regardless of sex, race, religion, creed or disability. Our vetting procedures are to ensure we recruit staff of the highest calibre, to provide a high level of service.

All prospective staff must provide at the interview stage:

- Bank or Building Society details.
- National Insurance Number.
- Proof of identity.
- Work permits, where applicable.
- References from three previous employers.
- On being offered employment, we require two current passport sized photographs (one for identity card and one retained on our personnel record).

## STAFF

We pride ourselves in the professional quality of our management and endeavour to promote from within.

Our overall objectives are:

- To provide a high quality service.
- To be proactive at all times in all areas of our operations.
- To ensure staff at all levels are trained to the highest level.

Our staff enjoy terms and conditions second to none in the cleaning industry.

- Generous remuneration linked to performance and attendance.
  - Pension scheme.
  - Authorisation and encouragement to be a front line decisionmaker.
    - Opportunities for advancement.
    - Management Development Programs.
      - To motivate staff.
      - To retain staff.
      - To communicate with Clients and respond to all needs.





## QUALITY POLICY

The Quality policy of CLEANTEC SERVICES LTD is to provide its services in a manner which conforms to the contract requirements of its clients. This policy is communicated to all employees to ensure it is understood, implemented and maintained, and the management of the Company is fully committed to comply with this policy and achieve the stated quality policy objective.

It is the objective of CLEANTEC SERVICES LTD to provide our Clients with a quality service by:

- Understanding our Clients requirements.
- Understanding the role of every one of our operations in terms of satisfying our Clients requirements.
- Minimising costs by preventing errors and waste.
- Focusing on doing the right things right, first time.
- Identifying and eliminating problems.
- Introducing a program of continuous quality improvement.
- Providing training programs to all levels of employees ensuring the Company's quality procedures and systems contained in the Company quality manual are operational.
- Providing our employees with equal opportunities for advancement and terms and conditions of employment, which will minimise staff turnover.
- Purchasing materials and equipment of the highest quality manufactured to BSI requirements.
- Remembering that, at all times, the Client has a choice.

We believe implementation of the above measures will provide a quality, service driven performance.



STAFF, QUALITY

## TRAINING POLICY

**It is our intention to provide, efficient, professional and motivated staff with pride in their performance.**

- **Our Company training department is staffed by people with many years' experience in practical terms of service industries.**
- **Our Courses are designed, developed and delivered in-house.**
- **For specialist training we access the use of external training organisations.**
- **We use the most up to date hi-tec training aids and all training programs are geared towards attendance participation.**
- **We recognise the importance of training in an industry where the misapprehension is that simply being able to use a vacuum cleaner is prevalent.**
  - **All new operatives receive induction training during their first month's employment.**
  - **The training is carried out in conjunction with our chemical and equipment manufacturers. On completion, each operative's results are placed on record and they are issued with easy to follow cleaning method charts to be displayed in their cupboards.**
  - **Cleantec Company policy is to promote from within and our management development training is geared to the individual requirements of our Supervisors and Managers, following appraisals by their immediate supervisor.**



## HEALTH & SAFETY POLICY

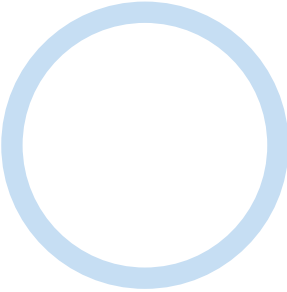
HEALTH & SAFETY AT WORK ACT 1974

### COMPANY SAFETY POLICY STATEMENT

- It is the policy of the Company that every possible effort is taken to ensure the health and safety of all employees, so far, as is reasonably practicable.
- All employees have a responsibility to support the policy of the Company and to conform to all the rules and advice that the Company issues from time to time.
- Those employees who have specific responsibilities for health and safety must ensure that they are carried out and that, in the event of absence, the responsibilities are assumed by another member of staff.
- Employees are expected to contribute towards safe and healthy working conditions and in this regard must report to their immediate superior any suspected deficiency or hazard.
- The Contract Manager is responsible for health and safety and compliance with Company policy.
- The Training Manager is responsible for all training and review of new products, procedures and the appropriate health and safety.
  - The Directors have an overall responsibility for the Company health and safety policy and training.
    - This policy will be reviewed from time to time and employees advised of any changes.



## ENVIRONMENTAL AND SOCIAL POLICY STATEMENT



CLEANTEC SERVICES LTD is fully aware of the need to use environmentally friendly products to ease the damage being caused by standard products. We work closely with reputable suppliers in this field and use environmentally friendly products wherever possible. We support the community by having adopted a local self funding charity and encourage all personnel to join us in this activity.

**We strive to ensure that:**

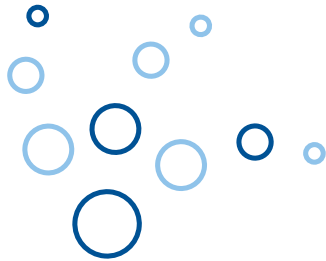
- All products used are safe to the environment and the user.
- No spray containers supplied use CFCs.
- All containers are returned for recycling.
- Where possible use reusable spray guns.
- Recycled paper products are used and we expect our client to take an active role in this process.
- We do not supply gratuitous gifts at festive times but prefer to support our charity.

The Company uses the same awareness for all vehicles and only uses vehicles, which run on lead free petrol or diesel.

We will endeavour to promote the awareness of this commitment to the environment by using training and development appropriate to these issues.

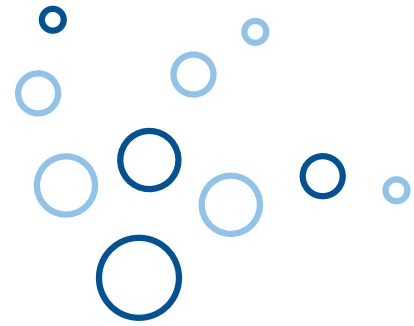


## AWARDS & ACCREDITATIONS OUR COMPANY HAS ACHIEVED



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