



Staff Handbook

Terms and Conditions of Employment

1. Introduction

Welcome to Eco-Clean and Maintenance Limited

Staff Handbook

Our aim in producing this handbook is to create a one-stop information point where you would be able to access all the information you are likely to need in relation to your employment with us and your duties. This Handbook and corresponding policy documents form part of your contract of employment with Eco-Clean and Maintenance Limited.

The handbook gives an overview of the terms and conditions of your employment, and outlines what you can expect from us as your employer. In return we ask you for a high degree of commitment, dedication and loyalty to help us achieve the aims and objectives of Eco-Clean and Maintenance Limited.

I hope you find this useful during your employment with us. However if you are unable to find the answer to your queries here, please feel free to contact the Eco-Clean office 01926 915390 or Angela Varney on 07879053006 who will certainly be able to find an answer for you.



\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mrs Angela Varney

Managing Director

2. Starting with Eco-Clean

## About the Company

Our Quality policy statement is……

We aim to provide a service that consistently satisfies the needs of our customers….

Eco-Clean and Maintenance Limited (the “Company”) was founded in 2002 by Angela and Bill Varney with the main aim of creating a business based on quality of service and attention to detail.

We have grown steadily since then and currently our main products / services are:

Commercial Cleaning

Domestic Cleaning

End of Tenancy Services

Window Cleaning

Carpet Cleaning

Consumables

## Your induction

We believe our employees are our greatest asset and recognise our responsibility to ensure you are afforded appropriate development throughout your employment. This development begins at the Induction stage when a new employee joins.

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the Company.

Induction training begins on day one. The content and duration of the induction training program will be dependent on your performance and previous experience; a manager will outline this in detail for all cleaning staff on your first day with us. You will be assessed on an ongoing basis to ensure that you have all of the information and tools that you require to fulfill your position to the best of your ability and in line with the Company’s level of high standards.

## Statement of Employment Terms and Conditions

As an employee you will have received a Statement of Employment setting out specific terms and conditions of service as they relate to your individual post. This includes details of:

* the names of the employer and the employee;
* the date when the employment (and the period of continuous employment) began;
* Hourly rate or salary
* hours of work;
* holiday entitlement;
* entitlement to sick leave pay
* the entitlement of employer and employee to notice of termination;
* job title (or a brief job description);

Further detailed policies and procedures which may not be mentioned as part of this Handbook, but still form part of your conditions of employment with us and can be obtained through your Manager. This handbook also summarises the main terms of your employment. The Company reserves the right to change its terms & conditions and employment policies from time to time.

You will be notified at the earliest opportunity of these changes by way of general notice to all employees affected by the change. Where a contractual change in your terms and conditions of employment results in a change to your Statement of Employment, we will give you a written statement of the change at the earliest opportunity.

## Probation Periods

All new staff are subject to a probationary period of 1 month from the date of joining the Company. A probation review will take place after that period with your Manager and your appointment will be confirmed on satisfactory completion of the 1 month probation period. During this probationary period you will be given appropriate support and development opportunities to help you reach the required standards. Extension of the probationary period may be granted to enable the required standards to be achieved, but failure to do so could result in termination of your employment without any notice.

## Your Attendance at Work

The Company values good attendance at work and is committed to improving the general wellbeing of its employees to achieve this. Although we aim to secure regular attendance, we do not expect employees to attend when they are unwell.

**Notification of Absence**

You should notify your Manager as early as possible if absence from work is anticipated for hospitalisation and other medical treatment.

If you are unable to attend work due to sickness or injury, you must notify your Manager by telephone at least 3 hours prior to the commencement of your shift. This will enable us to reallocate your shift to another employee, so as not to affect the client. Notification should be made by you personally to your Manger unless impossible due to the nature of the illness, where you should arrange for someone else to call on your behalf. Your Manager should be kept informed of your progress throughout your sick leave and you should provide an expected date of return to work.

Any employee who has been absent due to sickness and is found not to have been genuinely ill will be subject to disciplinary action, which could include dismissal.

Please refer to your Statement of Employment for information on your sick pay.

## Hours of Work

The Company reserves the right to vary your hours and pattern of working (following consultation and agreement with you).

Persistent poor timekeeping by employees means that colleagues are put under pressure to cover duties. This is not acceptable and will therefore be treated as a potential disciplinary offence under our disciplinary procedures.

Please refer to your Statement of Employment for your typical hours worked.

## Disclosure Barring Service

Employees of the Company are required to undergo a Disclosure Barring Service check if you do not currently have one in place. This is a condition of your employment with the Company.

## Standards of Performance and Behaviour at Work

Appearance

The Company will provide cleaning staff with a uniform which will consist of a polo shirt or tabard, a fleece and an identify badge (your identify badge must be worn at all times), you will be expected to provide your own black trousers and black shoes or black trainers (no open toed shoes or sandals are to be worn). You must wear this at all times when working on behalf of the Company and it is your responsibility to ensure that your work wear is clean and presentable. You are expected to dress appropriately at all times in relation to your role and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself at work. All uniform and equipment should be returned upon leaving the Company in the condition it was given. If not payment will be deducted from your final salary (please see kit disclaimer).

Cleaning staff should have long hair tied back whilst carrying out their duties for Health and Safety purposes.

If you have any queries about what is appropriate, please speak to your Manager.

Personal Property

You must ensure your dress and grooming standards reflect the values of your employer….

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles etc. left on client premises is done so entirely at your own risk. The Company will not accept liability for loss or damage to any employee’s personal property whatsoever.

All mobile phones must be switched to silent during your working hours.

Smoking and other substances

Smoking is strictly prohibited on all client sites (this includes entrances, exits and car parks etc) and in all Company vehicles.

If you do smoke please ensure you have breath fresheners, mints or sprays.

Bringing and/or being under the influence of alcohol or any unlawful drugs to the workplace is strictly prohibited both during working hours or during a period prior or after working hours where the effects of alcohol and drugs carry over to the workplace. Any such instances will be dealt with under the disciplinary procedure and may lead to your summary dismissal.

Confidentiality

It is a condition of your employment that you have a duty of confidentiality with the Company and its clients.

During the course of your employment you may find yourself in possession of sensitive information, the disclosure of which by you could be construed as a breach of confidentiality. It is a condition of your employment that you have a duty of confidentiality to the Company and its clients, and you must not discuss any sensitive or confidential matters whatsoever with any outside organisation.

You must not divulge information or enter into negative discussions with any of our clients with regards to the Company, your pay, hours, your role, their contract etc. If a client approaches you with any questions or complaints please refer them directly to your Manager, who will take the appropriate action.

Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation (e.g. the UK Public Interest Disclosure Act 1998) and could lead to your dismissal.

In these circumstances you will be subject to formal investigation under the Company’s disciplinary procedures, and disciplinary action up to and including dismissal may be applied.

## Changes in Personal Information for Employment Purposes

It is important that our records and details for you are correct, as inaccurate or out of date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You **must** notify your Manager immediately of all changes in the following personal information:

* Name
* Home address
* Telephone number
* Bank account details
* Examinations passed/qualifications gained
* Emergency contact
* Driving licence penalties (if you are required to drive on Company business)
* Criminal charge, caution or conviction
* Conflict, or potential conflict of interest

Personal data on employees is held in accordance with the provisions of the Company’s Data Protection Policy which will be made available for inspection by you if required.

Eco-Clean is committed to valuing diversity …”

**Valuing Diversity**

Statement

The Company is committed to valuing diversity and seeks to provide all staff with the opportunity for employment, career and personal development on the basis of ability, qualifications and suitability for the work as well as their potential to be developed into the job.

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.

## Dignity at Work

Statement

The Company believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of management, it will be investigated promptly and appropriate action will be taken.

Harassment

Harassment can be defined as conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals.

If you feel you are being harassed you are strongly encouraged to seek early advice/support from your Manager. If you feel your Manager is harassing you, then you should contact his / her immediate Manager or contact senior management directly.

 It would be helpful for you to keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places and the circumstances of what happened.

**Company Vehicles**

Use of any Company vehicle is with the Manager’s discretion. The Company will need to see your original full driving licence, a copy of which will be taken, before your details can be added to the Company’s Insurance. Company vehicles are for work purposes only, and are to be left safe and secure at all times. Should there be any accidents that occur whilst you are in possession of the Company vehicle, and it is proven to be your fault, you will be expected to pay the excess amount under the Company’s Insurance. ,. The employee given the Company vehicle for us will be responsible for any costs incurred resulting from accidental damage howsoever caused, internally or externally, to the Company’s vehicle. All employees are prohibited from smoking in the Company vehicle.

**Pay**

## Pay Arrangements

Your salary will be paid monthly by direct transfer into your designated bank/building society account on the last working day of each month. The Company is unable to accept any request for any advance payment on salary. All staff use the uATTEND system to record their work hours. All staff must clock in and out to ensure that you receive the correct salary.

Your basic salary will be outlined in your Statement of Employment. Any subsequent amendments to your basic salary will be notified to you in writing by the Company.

If any queries arise with regard to your salary, or if it looks as if a mistake has been made, please speak to your Manager immediately so that they can take the appropriate action. Unless agreed otherwise, any pay errors, whether of over or underpayment, will be rectified the following month.

## Sickness

If you are absent from work on account of sickness or injury, you must notify your Manager by telephone at least 3 hours prior to the commencement of your shift on the first day of absence.

You must keep your Manager informed on a daily basis throughout your sickness. You should also notify your Manager of your expected date to return to work and the nature and progress of your illness.

Statutory Sick Pay (SSP)

Most employees have a right to statutory sick pay (“SSP”) it is not however payable for the first three qualifying days of absence. (A qualifying day is a day on which you are normally expected to work under your Statement of employment).

SSP is paid in the same way as ordinary salary and is liable to Tax and National Insurance contributions.

**Annual Holiday**

## Annual Leave

Employees whether part-time or full-time are entitled to annual leave.

Holidays must be agreed with your Manager as early as possible and will be granted on a first come first served basis. The Company will try to accommodate individual preferences for holiday dates, where possible but the needs of the Company may have to take precedence, particularly where short or inadequate notice is given.

* The holiday year runs from 1st January to 31st December, with no holidays brought over to the next year.
* You are entitled to 28 days which includes all bank holidays (this will be pro rata for part time workers).
* Holiday for employees who terminate their employment during the year is calculated on the same basis. If, however, the annual leave entitlement has been exceeded, a deduction calculated on the same basis will be deducted from the final salary payment.
* Holiday pay in lieu of accrued leave will be paid only on termination of employment.

Requests for holiday entitlement should be:

1 day off – 1 weeks’ notice

2-4 days off – 2 weeks’ notice

1 week or more – one months’ notice must be given

Maximum holiday entitlement to be used at any one time is 2 weeks.

Before you make any firm arrangements or holiday bookings you must submit a signed completed holiday form (available from your Manager) and obtained formal written approval.

**Health and Safety**

Eco-Clean recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees….

The Company recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its employees, and of other persons who may be affected by its’ activities.

It is your duty as an employee not to put yourself and others at risk by your acts or omissions. Should you feel concerned over any health and safety aspects of your work, this should be brought to the attention of your Manager immediately.

* Only use cleaning materials and products supplied by the Company
* Report any defective equipment to the Manager without delay

## Procedure in the event of an accident

An accident book is available from your Manager and it is the responsibility of each individual employee to report and record any accident involving personal injury.

All employees who are absent from work following an accident must complete a self-certification form, which clearly states the nature and cause of the injury.

## Personal Safety

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with the Manager immediately.

**Training and Development**

## Training and Development Policy

 The Company aims to provide training opportunities which will provide:

* An induction programme which all employees will be required to undertake and will assist employees settling into their new role.
* A progressive training and development scheme to enable employees to develop relevant skills and acquire knowledge to assist them in their current role

Please refer to your training manual and speak with your Manager if you have any questions or concerns with reference to personal development.

**Leaving Eco-Clean**

## Notice Periods

You and the Company are required to give a period of notice in writing to terminate the employment relationship.

The Company will give you one week's written notice if you have been employed by the Company for one month or more, but for less than two years. If you have been continuously employed by the Company for two years, the Company will give you two weeks' written notice. One additional week's notice will be given by the Company to the employee for each further complete year of continuous employment, up to a maximum of 12 weeks.

You are required to give the Company one month’s written notice to terminate your employment.

Both parties can terminate the employment relationship without any notice during the probation period of one month. One weeks’ notice is required by both employee and employer.

Should your employment be terminated following disciplinary action, you may receive a payment in lieu of notice subject to the Manager’s discretion and dependent upon the circumstances of your termination of employment.

Should you be dismissed for reasons of gross misconduct, your employment will be terminated immediately without the benefit of notice or payment in lieu of notice.

## Other Conditions on Leaving

The Company will deduct from any money due to you, any such sums that you may owe to the Company. These may include, but are not restricted to, payment made for holidays taken in excess of entitlement. This may also include any payment of excess under the Company’s Insurance should you be involved in an accident involving a Company vehicle.

If you leave your employment without giving proper and sufficient notice and without the Company’s agreement, you are in breach of your contract of employment and you may forfeit some or all of any salary due to you.

Before leaving the Company, you must hand over to your Manager all articles and property belonging to Company including all cleaning materials, uniform, keys, mobile phones, laptops and any other equipment. In the event that this is not complied with, your final salary will be affected).

After you have left the Company, you must not within a period of 90 days from the date of termination of your employment:

* Solicit or seek to entice away any Company staff or clients;
* Use or divulge to any person or organization any confidential information relating to the Company and its clients;
* Contact any of the Company’s clients independently and directly;
* Be directly employed by any company under contract with the Company or any of its divisions, with the exception of TUPE.

**Disciplinary and Grievance Procedures**

The Company has in place a disciplinary and grievance policy which covers issues such as formal investigations, minor and gross misconduct, and warnings, dismissal, appeals etc. If you would like more information on our policy with reference to any of the above please contacts your Manager who will provide you with a copy of this policy.

**Company Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| Angela Varney | Managing Director | 07879 053006 | angela@ecocleanservice.co.uk |
| Daniel Gibson | Commercial Director | 07581 154818 | daniel@ecocleanservice.co.uk |
| Anne Hammond | Office Administrator | 01926 915390  | anne@ecocleanservice.co.uk |
| Shane Quinlivan | Sales Consultant | 07554 994889 | Shane@ecocleanservice.co.uk |
|   |  |   |  |
| Main Office Number |  | 01926915390 | sales@ecocleanservice.co.uk |

**Confirmation of Receipt of Handbook Form**

Eco-Clean and Maintenance Limited

|  |  |
| --- | --- |
| **Name:** |  |
| **Position:** |  |
| **Place of Work:** |  |
| **Area Manager:** |  |

I confirm I have received a copy of the Eco-Clean and Maintenance Staff Handbook and that I have read this and understood the contents.

I also confirm that I have sought clarification from my Manager on any issues outlined in the Handbook which I am not clear about.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form duly completed and signed to your Manager.