



ASSOCIATED CLEANING SERVICES

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2. COMPANY STRUCTURE

We are a well established cleaning contractor and consider we have an enviable reputation in the industry for quality and commitment. We currently provide a first class service to many major companies which include names such as **Environment Agency, Schlumberger Technologies and Rexam Containers Ltd.**

PROGUARD CENTRAL SERVICES LTD turnover is presently in excess of £1,000,000 employing some 150 full and part time staff.

This has only served to strengthen our position within the industry, with greater financial backing ensuring that we are able to continue to invest in the very latest equipment and machinery, whilst preserving our own individual identity and maintaining our unique attention to detail.

PROGUARD CENTRAL SERVICES LTD is able to offer a wide range of services to commercial and industrial organisations.

We provide an efficient service by co-ordinating all the management skills necessary for the day to day running of the cleaning contracts, and we are a leader in our field; a position which we intend to maintain. This means that the quality of our service must be excellent at all times. Our first priority is to satisfy our clients needs and expectations.

We are continually looking at new ways of enhancing our service standards to ensure that our customers enjoy the benefits of the latest developments in management, supervision and modern methods of operation and equipment use.

3. QUALITY POLICY

PROGUARD CENTRAL SERVICES LTD provides an efficient service for industrial and commercial cleaning by co-ordinating all the management skills necessary for the day-to-day running of the cleaning contracts.

The company is a leader in this field, a position which we intend to maintain, this means that the quality of our service must be excellent at all times. Our first priority is to satisfy our clients needs and expectations.

Our AIM is therefore to implement an efficient Quality Management System which will embrace everyone within the company. This will be consistent with the requirements of BS EN ISO 9002 and is continually reviewed to seek further improvements.

Our aim is “**QUALITY FIRST**”

4. EQUAL OPPORTUNITIES

We are committed to providing equality of opportunity, treatment and dignity for all employees, regardless of sex, race, colour, nationality or ethnic origin, religious belief, marital status, disability, political convictions, membership or non-membership of a trade union.

We will not allow discrimination in any form to be an obstacle in advertising, interviewing, selection or selection for promotion, and will therefore select individuals on the grounds of their ability and suitability for the vacancy. Disciplinary action will be taken against any employee who is found to have acted in a way which is in breach of this policy.

5. MANAGEMENT PERSONNEL

Branch Manager

With a background in Contract Cleaning and having spent a number of years gaining experience in all aspects of the service industry, he now has overall responsibility for the financial control together with the day to day running of Proguard Central Services Ltd.

Quality/Operations Manager MBICSc CIEH

Having worked within the cleaning industry for a number of years both as Co-ordinator and Operations Manager is fully conversant in all aspects of cleaning and now represents Proguard Central Services ltd in all matters pertinent to the Company's Quality programme. He has primary responsibility to structure the quality systems to ensure compliance with the requirements of the ISO 9002

6. ORGANISATION STRUCTURE

**BRANCH MANAGER
PETER PEDLEY**

**Sales/Marketing
RACHEL CURRY**

**Quality/Finance
M.HUNT**

**Operations Manager
LEIGH SOLLIS**

**Area Supervisor
PETER PEDLEY**

**Sales/Admin Secretary
RACHEL CURRY**

**Site Supervisor
GAY YOUNG**

7. CLEANING SERVICES

PROGUARD CENTRAL SERVICES LTD provides high quality professional and reliable cleaning services to commercial, industrial and retail customers.

Operations are headed by our Operations Manager who has the assistance of our financial controller and our Contracts Managers whose role it is to supervise the cleaning standards and liase with the clients to ensure the very best possible service and completely satisfied customers at all times.

We are able to offer a full range of services including:

Office Cleaning

Hard Floor Cleaning and Maintenance

Periodic and “One-off” cleaning

Deep Cleans to Kitchens etc.

Daily Office Cleaning

Cleaning and Washroom Hygiene Services

Window Cleaning Services

Carpet and Soft Furnishings Cleaning

Janitorial Supplies

STAFF SELECTION & TRAINING

All new cleaners once they have been selected through an interview process must complete a one week site based induction training course. This training is documented, and is carried out by the Supervisor who will have responsibility for the site.

Training is an on-going procedure, and records of induction training and all other on-going training which is given are kept on the site in a site pack. This will also contain information regarding the specific tasks to be carried out as well as Health & Safety information and insurance details, and also includes details of office contacts, names and telephone numbers where applicable.

Each cleaner will receive detailed instructions of the work that they are expected to carry out and their progress is then monitored by our Supervisors, and through regular inspections with the Customer.

8. ENVIRONMENTAL POLICY

- 8.1.1 The business is committed to considering the environment as an integral part of its operating strategy and insuring that any threats of pollution from its activities are identified and either eliminated or effectively controlled.
- 8.1.2 This policy has been set by the Branch Manager and it is the responsibility of other members of staff to ensure its implementation
- 8.1.3 All employees, customers and potential customers are to be made aware of our position.
- 8.1.4 It involves the phasing out of unsuitable chemicals which are chloride or phosphate based and replacing them with biodegradable alternatives.
- 8.1.5 The re-education of employees and customers in the use of new materials and the environmental advantages over traditional products such as bleach.
- 8.1.6 Re-cycling of containers is undertaken and we will examine the possibility of recovering/re-cycling other products.
- 8.1.7 The periodic review of materials being used to ensure adequate progress is being achieved.
- 8.1.8 Monitor the development in the environmental field and ensure that we anticipate and/or respond to consumer demands.

9. HEALTH & SAFETY

A primary consideration for us is in the Health & Safety of all our employees and those of our customers. A large part of the induction training for all our staff, whether cleaners, managers or office/administration personnel is Health & Safety training.

For Cleaners this will include COSHH regulations, Electricity at Work and Personal Protective Equipment.

Sections 11 and 12 give further information regarding Proguard Central Services Ltd. Health & Safety policies.

10. HEALTH & SAFETY AT WORK POLICY STATEMENT

1. The Company recognises and accepts its responsibility as an employer to provide a safe and health work situation for its employees.
2. With regard to the above, the Company will pay particular attention to:
 - a. Safe equipment and systems of work
 - b. Safe arrangements for handling storage and transportation
 - c. The provision of safe access to working area
 - d. The provision of sufficient information, instructions, training and supervision to enable employees to avoid hazards and make a positive contribution to the health and safety of themselves and their colleagues
 - e. Health and welfare of employees
 - f. The maintenance of a suitable and safe working environment.
3. The Company has a safety Representative and line Operations Supervisors/Managers will be appointed as safety officers, with responsibilities for Health & Safety, which will include the **COSHH regulations 1994** and the **Electricity at Work Regulations 1989**
4. Health and Safety issues and arrangements will be reviewed, and accident reports examined at the monthly management meetings. These will be chaired by the Safety officer who will discuss and recommend any changes in the Health and Safety arrangements as a result of these reviews and any changes in legislation.
5. Employees are also reminded of their duties under sections 7 & 8 of this act which requires all employees to take due care for their own health and safety and that of their colleagues.
6. Such protective clothing as may be required by law will be issued free of charge.
7. The Company will arrange the training of such employees as may be necessary in First Aid to an approved standard. Opportunities will be made for maintenance of an approved standard of efficiency by such employees.
8. In so far as training fundamental to the operation of this policy, such training programmes as may be required will be instituted and maintained.
9. The success of this policy is dependent upon the co-operation of all employees. In this respect, alertness, self discipline and mutual respect for each other are of paramount importance.

10. All employees whether workers or management are responsible for ensuring that they do not cause an accident either involving themselves or others.
11. The Company will circulate this statement to all employees. It is therefore the duty of all employees to familiarise themselves with its contents.

12. RISK ASSESSMENT

1. COSHH Risk Assessment

1.1 An assessment as to the risks created by substances hazardous to health is carried out by the Quality Manager.

- 1.2 This assessment will be reviewed regularly at the monthly management meetings or forthwith if:-
- a. There is a reason to suspect that the assessment is no longer valid
 - b. There has been a significant change in the work to which the assessment relates.

And where as a result of the review, changes in the assessment are required, those changes shall be made.

1.3 The assessment will take into consideration:-

- a. The practicability of preventing exposure to hazardous substances.
- b. The steps which need to be taken to achieve adequate control of exposure where prevention is not reasonably practicable.

1.4 The assessment will identify other action necessary to ensure that the control measures items of personal protective equipment and any other thing or facility are properly used or applied.

This will include:-

- a. Visual checks at appropriate intervals to ensure that control measures are being properly used or applied.
- b. Prompt remedial action where necessary

1.5 The assessment will take into account the consequences of possible failure of any control measure provided and consider:-

- a. Which substances or types of substances employees are liable to be exposed to
- b. The ways in which, and the extent to which any groups of employees or other persons could potentially be exposed.

1.6 For all hazardous substances we will give first priority to trying to prevent exposure.

So far as is reasonably practicable, (except in the case of carcinogens or biological agents) this will be achieved by means other than the provision of personal protective equipment.

2. Working Environment Risk Assessment

2.1 An assessment as to the risks created by the working environment of our employees is carried out by the Quality Manager.

2.2 This assessment will be reviewed regularly at the monthly management meetings or forthwith if:-

- a. There is a reason to suspect that the assessment is no longer valid
- b. There has been a significant change in the work to which the assessment relates.

Where, as a result of the review, changes in the assessment are required, those changes shall be made.

12 Risk Assessment

Continued.....Page 2

This assessment will take into consideration the following:-

2.3 A SAFE PLACE OF WORK.

- a. The state of repair of the building
- b. Precautions where people or materials might fall from open edges e.g. Fencing or guard rails.
- c. Floor openings e.g. vehicle examinations pits, fenced or covered when not in use.
- d. Safe glazing where appropriate (e.g. protected or toughened) which is marked to make it easy to see.
- e. Floors, stairs and corridors etc., free of obstructions e.g. trailing cables.
- f. Weather protection for outdoor workplaces, if practical
- g. Outdoor routes kept safe during icy conditions e.g. salted, sanded, swept.
- h. Good lighting.

2.4 HYGIENE & WELFARE

Where appropriate we will take into consideration the following:-

- a. Clean well ventilated toilets.
- b. Wash basins with hot and cold running water
- c. A clean drinking water supply (marked if necessary to distinguish it from the non-drinkable supply)
- d. Rest facilities, including facilities for eating food which would otherwise become contaminated
- e. A reasonable working temperature

2.5 FIRE PRECAUTIONS

The assessment will take into consideration the following:-

- a. Provision of enough fire exits for ease of escape
- b. Provision of fire doors and escape routes which are clearly marked and unobstructed
- c. Provision of fire escape doors which can be opened easily from the inside

2.6 FLAMMABLE & EXPLOSIVE SUBSTANCES

It is necessary to assess the extent of any risk to employees which may be present in a working environment as a consequence of the nature of the business for which the premises are being used by the customer, e.g. do they use and store quantities of flammable liquids or LPG, etc.

Things to be considered are:-

- a. Are chemicals etc. being stored in a safe well ventilated place, isolated from buildings?
- b. Are they excluded from sources of ignition, eg. Static electricity, unprotected electrical equipment, cigarettes and naked flames?
- c. Are employees who will be working on the site familiar with the Hazchem Symbols and their meanings?

12 RISK ASSESSMENT Continued.....Page 3

3. ELECTRICITY AT WORK (Portable Electrical Equipment)

3.1 TRAINING

Before staff use any form of electrical equipment, we will ensure that they are fully trained in its operation so that they are able to use it safely and effectively.

3.2 VISUAL INSPECTION

All employees are instructed to carry out a visual inspection of electrical equipment before it is to be used.

This consists of a documented routine, and will include checking the cable to cuts or other damage, and visually inspecting the plug for signs of damage etc.

3.3 INSPECTION & TESTS

A maintenance regime is established to ensure that all portable and transportable equipment is inspected and tested by a competent person.

The time scale for testing of equipment will vary according to the type of equipment and the circumstances of its use, but will be at least annually.

Results of testing and inspection will be kept in a maintenance log to enable monitoring and reviewing of the effectiveness of the maintenance scheme.

12A. HEALTH & SAFETY RULES WINDOW CLEANERS

GENERAL

1. These health and safety rules have been drawn up by the Company for the protection of employees. Each employee, however has an obligation to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work.
2. Any employee who is in doubt in regard to health and safety in relation to any machine, process or work procedure must raise the matter with his immediate superior.
3. Employees must, as far as possible familiarise themselves with the layout of the buildings in which they may work.
4. All accidents are to be reported however trivial they may appear and the appropriate entry must be made in the Accident Book.
5. Where customers have particular rules on health and safety which may apply to Window Cleaning, or they draw attention to specific hazards, their rules will be read in conjunction with or as an extension of these rules.

CLOTHING

1. Wear clothing suitable for the job especially having regard to the weather.
2. Do not wear shirts with flapping cuffs or loose belts which may get caught up in ladders, ropes or cradles.
3. Badly fitting or worn shoes may cause you to slip and will certainly cause unnecessary fatigue.

SAFETY BELTS

1. You must use a safety belt wherever possible, and in all situations where access is difficult or hazardous.
2. It is up to you to maintain it and inspect it daily – your life may depend upon it.
3. Examine it for wear, broken stitching, bent or strained hooks and buckles etc.
4. Examine the rope for wear, fraying or any deterioration.

13. QUALITY MANAGEMENT

COMMITMENT

PROGUARD CENTRAL SERVICES LTD has gained the BS EN ISO 9002 Certification and is fully committed to working to that standard with a view to continually improving the Quality of all of our work. The responsibility for the maintenance and application of our quality systems rests with our Quality Manager who is specifically responsible for all matters pertaining to the Quality Systems.

QUALITY MANAGEMENT SYSTEM

PROGUARD CENTRAL SERVICES LTD has produced a Quality Procedures Manual which outlines the quality Management System which is implemented on all contracts.

The Quality Management System centres on the specific requirements of the individual contract. The requirements of the contract are monitored on a daily basis and formally inspected each month or more frequently where required.

The ultimate responsibility for monitoring and inspecting lies with the site management team. The Quality Manager has the responsibility for overall monitoring of the results, and ensuring that the trends from month to month show an improvement in overall quality. These results are also reviewed each month with our customer and at the monthly management review meetings. Random quality monitoring is also an integral part of the daily responsibilities of every manager in the company. Therefore quality becomes part of the daily life of all employees.

Regardless of the individual contract service provided by PROGUARD CENTRAL SERVICES LTD the Quality Control Forms remain the same. This is to ensure a standardised method of inspection, reporting procedure and corrective action for all defects is introduced.

CLEANING/TRAINING – ASSESSMENT SHEET

Name.....

Trainer/Supervisor.....

Site.....

Date Completed.....

TASK NO:	DESCRIPTION	SIGNATURE
1	Mop Sweeping
2	Vacuuming
3	Wet/Damp Mopping
4	Spray Cleaning
5	Burnishing
6	Store Floor Cleaning (S/D)
7	Office Cleaning
8	Toilet Cleaning
9	Prep Rooms – Butchery
10	Bakery Equipment
11	Staff Canteen
12	Public Restaurant
13	Kitchens

14	Car Park
15	Periodic Cleaning –	
	- Stripping & re-sealing
16	Carpet Cleaning
17	Wall Washing

PLEASE COMPLETE TRAINING SUMMARY SHEET

15 PEST CONTROL

Pest control is a vital part of any company's hygiene programme especially where food is manufactured, packed, prepared or served. Many organisms can easily be carried by flies, mice, cockroaches. Pharoah's ants and rats: these organisms could lead to illness for the consumer and loss of production and reputation by the caterer.

One fly may carry up to two million bacteria which it transfers from waste matter and filth to food. One mouse sheds an average of 70 droppings every day, has no effective bladder and therefore will contaminate all areas in which it is present. Pharoah's ants taken from 9 hospitals were found to be carrying 19 species of pathogenic bacteria. Cockroaches carry a considerable array of disease organisms in their gut and on their feet and bodies. Four or five people die each year from Weil's disease contracted from water or other material polluted by rat urine.

Owners and occupiers of property and premises have a legal duty under the **Prevention of Damage by Pests Act 1949** and the **Food and Hygiene (General) Regulations 1970** to keep their premises free from infestation and to report infestation to the local authority. Under the **Food and Hygiene (General) Regulations 1970**, regulation 6 those engaged in the serving or selling of food must ensure that their premises are kept free from any risk of contamination by pests. Local authorities have the power to close food premises which are infested by rodents or insect pests. In addition, all pesticides and their method of application must comply with the requirements of the **Control of Substances Hazardous to Health Regulations 1988 (COSHH)**

WHY PEST PROBLEMS OCCUR

The conditions found in an hotel, restaurant or canteen kitchen are particularly attractive to pests. A wide variety of insects, mites and a few bird species enter catering premises for the following reasons:

Food

Even in small quantities food enables pests to survive and multiply. An adult brown rat eat only 28g (one ounce) of food per day; an adult house mouse can exist on as little as 3g (1/10 ounce) a day and the minute biscuit beetle only consumes several milligrams of food daily. Many small moths and beetles can maintain life on the wide range of foods and general debris that can be spilt and inadvertently, built up in warehouses.

Warmth

Pests of all types are attracted to buildings which offer even a limited amount of warmth and shelter from chill outdoor conditions. A few degrees increase in temperature inside helps to provide conditions in which breeding is enhanced, particularly for pests such as cockroaches, textile pests and stored product insects.

Shelter

Almost every building provides a variety of harbourages for pests. Contrary to common opinion, it is newer buildings – with suspended ceilings, panelled walls, service ducts and enclosed electrical trunking – which are more likely to create a pest risk than older buildings without such features.

THE PROBLEMS CAUSED BY PESTS

Pests are prohibited by legislation, cause expensive deterioration, spread contamination and can destroy the reputation of any catering establishment.

Damage

Most pests cause detectable damage. Rats and mice seek hard and often inedible materials to gnaw in order to wear down their incisor teeth, which grow throughout their life. Damage therefore can occur to the structure of the premises, furnishings, fabrics, decorations, power cables, as well as all types of cartons or packaging.

Pigeons and starlings can damage the outside of buildings and their nests can block guttering and downpipes.

Prosecution

Under the **Food Safety Act 1990**, penalties for unhygienic food premises can be up to £2000 on each charge or conviction in a magistrates court, and local authorities can immediately close premises if there is an imminent threat to health. The penalty for the sale or possession of pest-damaged or contaminated food can be up to £20,000

Penalties in the Crown Court can be unlimited fines and up to two years in prison

Disease

Many pests are vectors of disease. Mice leave 60 – 80 droppings per day, and innumerable urine droplets wherever they travel. Similarly rat urine frequently supports the bacteria that cause Weil's disease (*Leptospiral octerohaemorrhagie*) which enter the body via cuts and abrasions of the skin or via the mucous membranes lining the nose, mouth or eyes.

Rodent droppings contain pathogens which are easily transmitted onto the surfaces over which the animals run, often at night. These pathogens include those of the salmonella group which are responsible for food poisoning.

In similar ways, flies, cockroaches and indoor ants transmit disease, fouling and tainting everything they touch with vomit and excretory deposits.

Distress

Most people are distressed by pests and few will tolerate the presence or evidence of rodents or insects, especially on food premises. The nuisance of wasps, garden ants, fleas and other pests can lose business customers and staff.

Reputation

Having pests is bad for public relations. Loss of business from closure of premises or damage resulting from bad publicity because of prosecution for infestation can be considerable.

16. PROGUARD CENTRAL SERVICES LTD BUSINESS SUPPORT

Bankers

**Barclays Bank plc
Fareham Branch
Portsdown Group
P.O.Box 6
Portsmouth
PO6 3DH**

Accountants

**Roches Chartered Accountants
40 Locks Heath Centre
Centre Way
Locks Heath
Southampton
SO31 6BR**

Insurance

**UK Special Risks
Unit 6
The Oaks Business Village
Revenge Road
Lordswood
Chatham
Kent
ME5 8LF**

Solicitors

**Blake Laphorn Solicitors
Harbour Court**

**Coffin Mew & Clover
43 High Street**

**Compass Road
North Harbour
Portsmouth
PO6 4ST**

**Fareham
Hants
PO16 7BQ**

17. I N S U R A N C E

PROGUARD CENTRAL SERVICES LTD have full comprehensive insurance relevant to all its business activities.

Our insurance agencies cover the following, which can be increased where necessary or at the customer's request:-

Employer's Liability	10,000,000
Public Liability	10,000,000

18. R E F E R E E S

- 1. Cope Allman Plastics
Walton Road
Farlington
Portsmouth
PO6 1TS**

Mr Peter Darlington

Tel. No:

02392 370102

- 2. Hampshire Autistic Society**

**1634 Parkway
Solent Business Park
Whiteley, Fareham
PO15 7AH**

Mr George Grose

Tel.No: 01489 560593

- 3. Hamilton Townsend
1st Floor, 1 Seamoor Road
Westbourne
Bournemouth
BH4 9AA**

Mr Tim Townsend

Tel. No: 01202 765404

19. STAFF UNIFORM POLICY

As our services are invariably provided on a clients premises, it is vital that our personnel project the correct company image at all times. This image is co-ordinated throughout all our operations, and ranges from staff vehicles to machines and materials.

In many cases our uniforms, equipment and vehicles all bear our quality statement. This again ensures that we are reminded at all times of the need to project ourselves as professionally as possible. Image and behaviour when working upon clients premises therefore receive considerable attention in our training programmes.

UNIFORMS

Proguard Central Services Ltd operational Personnel are all provided with smart blue uniforms with the company name on. Protective clothing and safety equipment are provided where appropriate and will also be clearly identified.

Should you require our personnel to wear uniforms in your own corporate image, this can be arranged, subject to agreement.

20. SITE PACKS

In order to successfully implement our Contract Quality Programme (BS EN ISO 9002) we have ensured that the aims and objectives are communicated at all levels. We will maintain a documented system as a means of ensuring the service provided conforms to specified requirements. A Site Pack is available detailing how we will operate and monitor the services. This is used by our Managers and Supervisors as a tool for induction and monitoring purposes. This Site Pack is accessible to the Client.

The following information will be contained in each Site Pack:

Contract Quality Plan

Quality Policy Statement

Health & Safety Policy

Risk Assessments

COSHH Data Sheets for relevant products

Cleaning Work Schedule

Contact telephone numbers

TUPE POLICY

Virtually all contractual situations whether in the public or private sector are covered by the Transfer of Undertakings Regulations 1991 as amended by the Trade Union Reform and Employment Rights Act 1993.

Proguard Central Services Ltd are aware of the requirements contained within this legislation and are committed to ensuring that we comply with the responsibilities detailed within it whether as transferor or transferee.

In each contract situation **Proguard Central Services Ltd** will use its expertise in TUPE to work with the transferor or transferee to ensure that the arrangements for transfer satisfy all legal obligations. Planning will ensure that we also meet the contractual requirements of the contract with our Client.

We take a positive view of TUPE and work with and within its Regulations.