



*'Property Solutions'*





PROFESSIONAL  
**CLEANING**  
SERVICES

# Company Information & Documentation for The Client



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# Company Information for the Client

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# Company Information for the Client

## 1. Company Information

### Company History

Steeles PCS is a family owned and operated company founded by the Steele family in the north of London in 1987. Over the years the company has grown quite rapidly and in 1988, to accommodate this growth, it moved into larger premises. At this time, company had 250 full-time cleaners and supervisors. It had in place a management structure which included a dedicated administrative department and a sales force. For the benefit of both its staff and customers, Steele PCS also implemented a thorough training programme.

On 30th October 1990, Steeles PCS became the first privately owned office cleaning company to be recognised by SGS Yarsley as a Quality Assured company in accordance with the requirements of ISO 9002. The Company has now been registered as Quality Assured for over 20 years.

Steeles PCS had deliberately chosen to follow and pursue certain policies, one of which was to concentrate on its area of operation within the confines of the City and West End of London. This enabled the company to expand, but kept its area of operation on its own doorstep. In recent years, the company's continued success has enabled it to increase its area of operation to provide services to clients anywhere within the M25 boundary including the Midlands and Southern regions of England. Steeles PCS's commitment to the customer also led to its expansion into Facilities Management support services. Through its associated companies – Steeles Maintenance & Refurbishment (previously known as PCS Chlorelle) and Cadogan King (Security) – it is able to provide comprehensive and integrated Facilities Management for clients in addition to commercial cleaning.

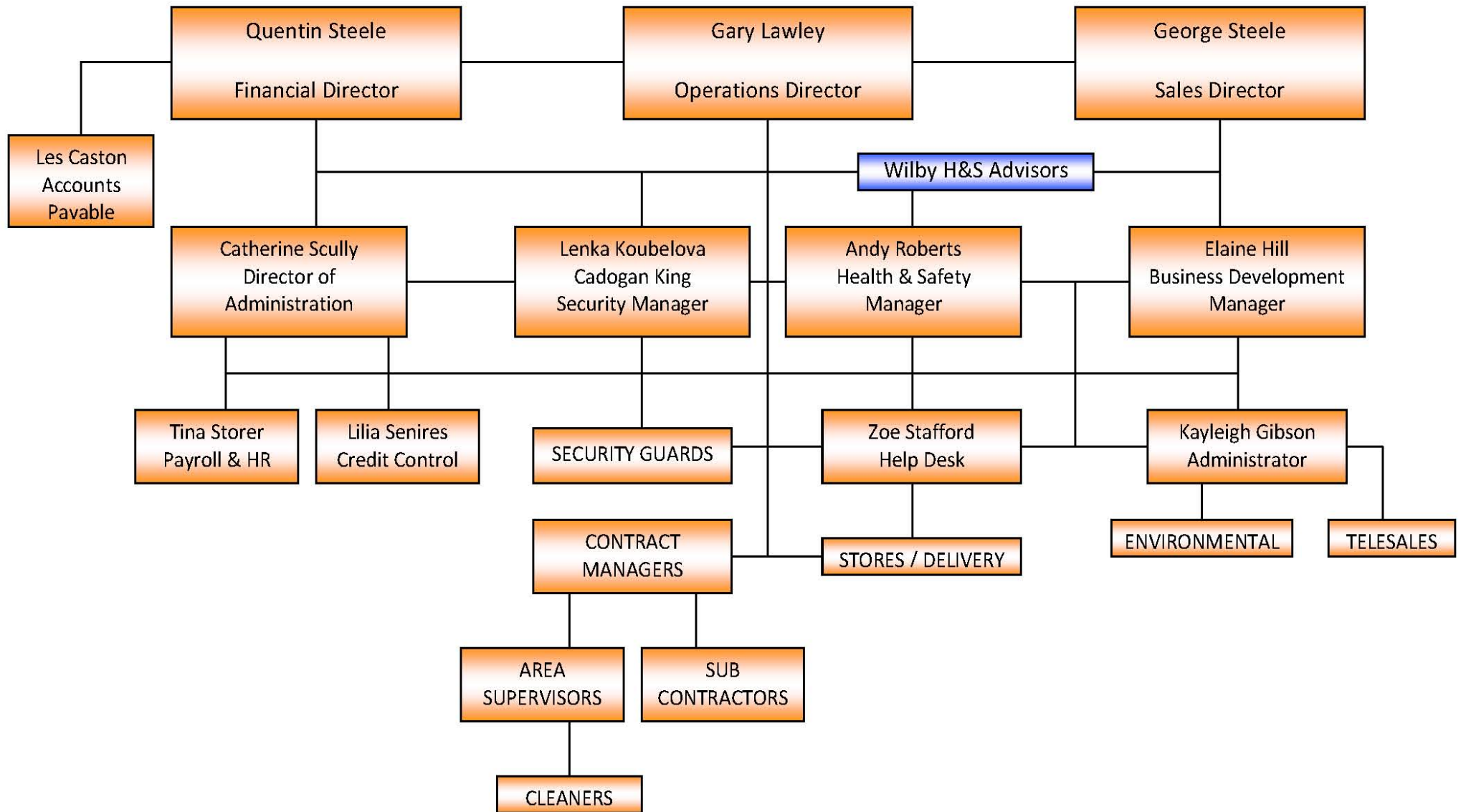
PCS has now developed its own EMS which is compliant with the requirements of ISO14001, and have achieved the accreditation through the British Standards Institute. Steeles PCS is also recognised as members of the leading SAFEcontractor Health & Safety Assessment Scheme and the ContractorPlus Management System.

Today Steeles PCS still bears similar resemblance to that family business but one thing has not changed. With over 20 year's experience of contract cleaning, Steeles PCS proudly remains committed not only to providing a quality service but also to following an active, environment friendly product policy. These commitments have allowed the company to count many blue chip organisations amongst its ever-increasing client base. Steeles PCS is a market leader in the industry and its future growth and success will always be founded on delivering a consistently reliable, high quality service.

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# Company Information for the Client

## Company Structure



# Company Information for the Client

## Cleaning Services

Steeles PCS offers you the total solution to your cleaning requirements through our extensive services which operate 24 hours a day, 7 days a week.

With a formula that has resulted from over twenty successful years in business, we now hold a major place in the cleaning industry.

### Steeles PCS Office

We give you a written detailed specification of all your normal regular cleaning requirements and your special needs including computer cleaning, floor, carpet and furniture cleaning.

### Steeles PCS Leisure & Entertainment

Our knowledge and experience help you deal with that all important 'customer satisfaction'. Specialist training in cleaning heavily soiled high traffic areas, kitchens and daily deep washroom cleaning ensure your premises are ready to go 7 days a week, 365 days a year.

### Steeles PCS Windows

Our window cleaning team will visit your premises and do their work efficiently and with minimum disturbance to your daily routine.

### Steeles PCS Washroom Services

Our comprehensive service ranges from feminine hygiene units to hand-care lotions, washroom hand dryers and soap dispensers.

### Steeles PCS Consumables

Our extensive range of janitorial supplies includes toilet rolls, paper hand towels, roller towels, bin liners and refuse sacks etc, all delivered free of charge.

## Additional Services

Through its associated companies, Steeles PCS is able to offer a comprehensive and integrated Facilities Management service to our clients. In brief, these companies offer the following services:

### PCS Maintenance & Refurbishment

Steeles PCS property maintenance is a leading maintenance and refurbishment service company. Its services are specifically tailored to meet the needs of all commercial premises, both public and private, and provide a total maintenance service from drainage to roofing.

- Electrical - all aspects of electrical requirements supplied by our NIC registered electricians including PAT testing
- Plumbing - Corgi registered plumbers available for all plumbing problems
- Redecoration - skilled tradesmen to solve any redecoration requirement - samples and design service available
- Refurbishment - complete service in all trades with full surveying, planning and management service
- Internal Structural Works - demolition, partitions, ceilings, walls, doorways and windows - surveying service and complete project management
- Mechanical and Electrical - heating and ventilation, electrical installations

# Company Information for the Client

## **Cadogan King - Steeles PCS Facilities Protection**

- Reception/Concierge Personnel
- Systems Consultancy
- Keyholding/Alarm Response & Re-set
- Mobile Patrols
- Emergency Response Teams
- Contract Manpower

It offers facilities managers a range of innovative options in efficient, cost effective services in building security, facilities protection, mobile patrols and keyholding services as well as emergency response teams, contract manpower and systems consultancy.

## **Steeles PCS Facilities Management**

- Reactive & Planned Maintenance
- Commercial Cleaning
- Washroom Supplies
- Security & Reception Personnel
- Security Planning & Installation
- Pest Control
- Window Cleaning
- Ground Maintenance
- Data Cabling
- Porterage & Labour Hire
- General Building Work
- Data Storage

Steeles PCS Facilities Management provides a bespoke service to meet all needs, from full on-site operation to on-line management of selected activities. This flexibility allows for a multiplicity of service models.

# Company Information for the Client

## 2. Commercial Terms

This proposal has been submitted on the basis of the commercial terms as outlined in this section.

### Transfer of Undertaking (TUPE)

We believe that the regulations given to workers by TUPE will apply. As a result, we reserve the right – in discussion with you – to review the costs provided in this bid document if the terms and conditions of the existing staff are found to be higher than those in this document. Further information on TUPE can be found in Section 7 of this document.

As and when new staff are recruited, Steeles PCS will assist the ClientQC to reduce any such additional costs. Please note, however, that it may not be possible to avoid all such increases without reviewing the specifications.

### Redundancy

No provision has been made for any redundancy liabilities at the end of the contract term; all staff would therefore transfer to any new contractor or the Client on termination.

Should you choose to close any building; Steeles PCS will require an indemnity from yourselves against possible redundancy costs.

### Indemnity and Insurance

Steeles PCS will indemnify the Client against all costs directly related to our services to the following limits:

Employer's Liability	£10 million
Products/Public Liability	£5 million
Loss/Consequential Loss of Keys	£ 25,000
Financial Loss	£50,000

Steeles PCS manages all its insurance requirements through Darwin Clayton (UK) Ltd who research the marketplace to ensure Steeles PCS have continual, regular cover in all insurance matters.

A copy of Steeles PCS's insurance documentation is attached; a copy of the certificate will be forwarded upon commencement of the contract.

# Company Information for the Client

## **Cost Savings**

In a business with tight margins it is essential that Steeles PCS manages very closely the cost drivers for the business. Steeles PCS only uses a small number of service partners which enables us to achieve the best prices, and also gain management information in relation to usage and productivity rates across all contracts. Combined with our benchmarking, this enables best practise to be identified and applied wherever possible to all other contracts. In addition, Steeles PCS's commitment to technology and innovation in the workplace ensures that we are able to deploy the most appropriate techniques resulting in increased productivity and quality of service.

## **Confidentiality**

This proposal and the information contained within are confidential to the Client QC for the purposes of this tender and must, therefore, not be disclosed to any third party, Steeles PCS may in the event that our submission proves unsuccessful, ask for all documents, along with any copies, to be returned.

## **Steeles PCS Conditions of Contract**

In circumstances when the the Client's term of contract is not issued, Steeles PCS would wish to impose its own conditions of contract. A copy of Steeles PCS' Terms & Conditions is reproduced overleaf.

## 3. Equipment & Materials

### Equipment

The cleaning of building interiors is not only a hygiene requirement; it is a service to protect the premises themselves and the investment they represent. Careful consideration of the types of building fabric, finishes and layout are used in determining the kind of equipment used to provide optimum working productivity and protect the building fabric.

As a company we pride ourselves on the high level of new equipment and machinery with which we furnish our cleaning staff. One of the many important tasks of our managers is to identify the 'hardware' requirements of each particular cleaning operation. We also put a lot of thought into how we use it. Modern office equipment and furniture costs a lot of money and needs to be looked after properly. Our managers are familiar with the requirements of new natural veneers and plasticised surfaces; familiar with relocatable partitions and privy to the secrets of carpet regeneration.

#### *Tub Vacuum Cleaner*

A tub vacuum cleaner also known as a canister vac tends to be more stable on stairs and usually better for harder to reach and more confined areas. Designed to be able to get into any space due to their separate wand, tub vacs/canister vacs come with various attachments/tools for different applications. Having either one or two motors depending on the amount of power the application requires, the tub vacs/canister vacs come in dry or wet/dry versions.

#### *Upright Vacuum Cleaner*

An upright vacuum cleaner is a popular choice for general carpet cleaning. Easier to store than conventional tub vacs. An upright vacuum cleaner has a brush agitator which is known as the roller brush and is found underneath the machine. It rotates when the machine is switched on, dislodging dirt, dust and grit from the carpet to enable it to be easily picked up. Some models of upright vacuums have a switch to turn the agitator off when vacuuming hard floors. On some models of upright vacuums a hepa filter can be fitted for healthcare environments or a carbon active cartridge which can remove offensive odours.

#### *Vacuumated High Speed Floor Machine*

The low rotating speed together with high brush pressure is the ideal solution for the cleaning and stripping of floors. The higher speed machines are designed to polish a wide range of floor types. Waxing and polishing of your floor not only improves the appearance but also provides protection from moisture and damage from dirt.

#### *Rug Doctor*

These machines are compact and are one of the most robust and versatile of the small carpet cleaners available on the market today. These machines are idea for spot cleaning carpets and are light and operator friendly. The Rug Doctor provides an ideal solution to the daily maintenance of carpet cleaning, allowing trained operatives to use correct products for stain removal which maintains carpets to the highest standards.

Equipment record cards will be maintained for every piece of equipment, on which we will record all maintenance works, testing etc, with dates. All equipment will be maintained at regular intervals and copies of all maintenance reports will be made available for inspection at any time.

# Company Information for the Client

We maintain a stock of spare parts and consumables for use by the engineer. In addition, spare pieces of equipment, particularly vacuums, are held in stock so that we can replace any items should we need to remove them from site.

Faulty equipment will be appropriately labelled and taken out of service until repaired by our qualified engineer.

We will be responsible for the quick and efficient response to equipment faults. Under no circumstances do we allow supervisors or operatives to handle equipment faults.

## **Equipment Maintenance Plans**

PAT testing (portable appliance testing) is an important part of any health & safety policy. The Electricity at Work Regulations place a legal responsibility on employers, employees and self-employed persons to comply with the provisions of the regulations and take reasonably practicable steps to ensure that no danger results from the use of such equipment. This in effect requires the implementation of a systematic and regular program of maintenance, inspection and testing.

The level of inspection and testing required is dependant upon the risk of the appliance becoming faulty, which is in turn dependant upon the type of appliance, the nature of its use and the environment in which it is used.

We employ engineers who are responsible for the testing and maintenance of all equipment. PAT testing will be carried out on an annual basis and test certificates completed. Copies of these will be forwarded to the Client on request.

## 4. Health & Safety & Sustainability

### Health & Safety Policy

#### STATEMENT

It is the policy of Steeles PCS that its operations are conducted in a way as to safeguard the health, safety and welfare of all employees at work, and all other persons who may be affected by its activities.

#### *Specific objectives are:-*

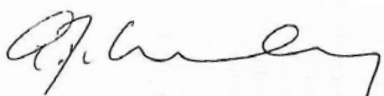
- a) To prevent injury to persons associated with PCS operations, damage to property and the subsequent waste of resources;
- b) To provide protection equipment where it is considered necessary or for which there are legal requirements under The Personal Protective Equipment Regulations 1992;
- c) To ensure that employees are properly informed, instructed and trained in the health and safety aspects of their work;
- d) To employ Wilby Risk Management, Gordon House, Charles Street, Halifax HX1 1NA, to make regular inspections of all workplaces, make recommendations to improve standards of safety and give guidance on health, safety and welfare matters;
- e) To take into account at tendering and work planning stages those factors which help to eliminate injury or damage;
- f) To ensure accurate reporting and investigation of accidents with a view to achieving reductions in accident rates by the analysis of causes and trends;
- g) PCS regards clients' requirements as the minimum standards to be achieved in Health and Safety.
- h) PCS will comply with all its statutory legal requirements, Published Codes of Practice and H.S.E. Guidance Notes.

All employees are reminded that they have a statutory duty under sections 7 & 8 of the Health and Safety at Work etc Act 1974 to take care of the health and safety of themselves and of any others that may be affected by their work and not to interfere or misuse anything provided in the interests of health, safety and welfare.

A copy of this Safety Policy will be available on all sites, incorporated in the Health and Safety Plan where necessary and required. Employees should make themselves aware of its contents.

PCS will also make available for reference on site a Health and Safety Procedures File to assist as a working aid for site managers contents include:

- Health and Safety Policy
- Standard Health and Safety Plan
- Generic Risk assessments
- Generic C.O.S.H.H assessments
- Fire prevention procedures
- PCS insurance notes
- H.S.E. information and guidance sheets, news letters and advise notes
- Training certificates



**Gary Lawley, Operations Director responsible for Health & Safety**

# Company Information for the Client

## Corporate Social Responsibility Policy

This Policy sets out Steeles PCS's approach in respect of Corporate Social Responsibility (CSR) and sustainability. As a cleaning company with a defined mission, Steeles PCS's social responsibility is discharged largely through its cleaning activities. However, it is appropriate to establish a policy in respect of certain other general areas, to complement its core activities.

### Our Values

- We work as one team and value individual contributions.
- We believe in continuous improvement in support of our customers and their business.
- We will work to build partnerships with our customers, setting challenging but achievable objectives.
- We are committed to equal opportunities for all regardless of race, colour or creed.
- We are committed to developing and building our company from within – we believe in supporting and encouraging our people throughout their careers.

We shall endeavour to adhere to our values in all of our activities, and we shall strive to be an exemplar of good practice. Further, we shall encourage our stakeholders and communities to adopt appropriate socially responsible policies and practices.

### The PCS 'Go Green' Initiative

Already committed to the use of re-cycled and ozone-friendly products, Steeles PCS is accredited with the ISO 14001 International environmental accreditation through means of an Environmental Management System and Manual. A copy of the manual is available upon request. The Steeles PCS also offers you the opportunity to contribute from your workplace, which can normally be difficult with over-riding economic pressures. PCS supply 'paper only' bins which will be collected at regular intervals. This paper will be returned to paper mills for re-cycling. We can also supply 'Mini Bottle Banks' for the disposal of all green and brown glass. Again, these will be emptied at regular intervals and returned to a local authority re-cycling centre. 'Green' information stickers and information cards can be provided to remind and inform staff of the ways in which they can contribute. We hope you can support our efforts and make your office a 'Green' office. PCS have a section in the monthly Newsletter called 'The Green Scene' which communicates green facts and tips to our employees, clients and suppliers.



### Charities

Steeles PCS holds a Wear It Pink day in its Head Office to raise money for Breast Cancer Research, including Comic Relief and Children in Need every year. PCS encourage its staff to participate by holding a 'fun' day in the office where cakes are baked and sold to raise money for charity, including fun games and raffles.



# Company Information for the Client

## **Our Staff**

The Steeles PCS recognises that its people represent not just individuals but families and communities. We are committed to providing a secure and sympathetic environment for our people and jobs with prospects provided by our training and incremental pay rises. Our recruitment policy emphasises the importance of recruiting initially internally and we have in force stringent Health and Safety and Equal Opportunity policies. Steeles PCS recognises the direct link between a happy workforce and a successful company. We encourage our staff to provide a high quality standard of cleaning at all times through free training and bonuses. PCS donates £50 to the chosen employee of the month which is advertised through our monthly Newsletter. The employee is selected through monthly management reviews between Contract Managers and Directors.

## **Our Community, Our Society**

The Steeles PCS recognises its responsibility to its local community and is actively involved in beneficial projects. These include bringing theatre workshops to Kingsdale School in partnership with the Regents Park Open Air Theatre and sponsoring the Theatre's own summer season through supplying our client's tickets – free of charge – to an open air show of their choice.

## **The Training Consortium**

The Training Consortium (TTC) is a not-for-profit organisation of which PCS is a major stakeholder. It works closely with Islington Council, City & Islington College, Newham Council and various Governments funded prime training contractors in delivering training and job-ready skills to unemployed young people in London. TTC delivers the training and preparation, and PCS serves as the host organisation for placements and in many cases, ultimately, employment opportunities.

The TTC initiative is to provide construction training across London to support those who are currently out of work, with the aim of providing them with qualifications which may help them to achieve jobs within the Construction Industry.

The Steeles PCS is a major stakeholder in My Own Tutor (MOT). MOT is an online education and training programme service which plays a part in the training programmes of both PCS and TTC.



[www.trainingconsortium.co.uk](http://www.trainingconsortium.co.uk)



[www.moteducation.co.uk](http://www.moteducation.co.uk)

## 5. Environmental Management System

### Introduction to ISO 14001

ISO 14001 is an international standard which defines the requirements for an Environmental Management System (EMS) – therefore it does not give any specific performance measures, improvement targets or other defined parameters, but rather allows the standard to be applied to all industrial sectors and companies of all sizes worldwide.

The management system should help ensure compliance with legal requirements and manage the main environmental impacts. This process improves performance and control within the company and should help exposure to risk. The standard also requires a commitment to continual improvement in environmental performance.

### Key Elements of an EMS

PCS has developed its own EMS which is compliant with the requirements of ISO14001, and have achieved the accreditation through the British Standards Institute (a copy of the certification is available upon request). The key elements are:

- An assessment of the environmental aspects of the Organisation's activities and services;
- An environmental management programme with clearly defined objectives and targets;
- Identified roles for employees;
- Written procedures to control activities that have a significant impact;
- A controlled system of records;
- Regular auditing of the system to ensure that it is being operated correctly;
- Periodic management reviews to assess the performance and effectiveness of the system

### The PCS EMS

PCS have ensured compliance with the requirements and clauses of ISO 14001 through means of 3 Environmental Manuals. Manual 1 contains EMS documents such as PCS environmental aspects and impacts; Manual 2 contains procedures and Manual 3 is appropriately titled 'Supportive Information/Site Records'. Information from these manuals is available upon request. Reference is made to the clauses within section 4 of the ISO14001 Standard – "Environmental Management System Requirements".

# Company Information for the Client

## Environmental Policy

### STATEMENT OF INTENT

Steeles PCS Ltd aims to be the centre of expertise, knowledge and excellence on all matters relating to industrial/commercial cleaning services and products, including green supply, in order to modernise and improve our performance for the benefit of our employees, customers and the general public. We are committed to leading, participating in, informing and influencing environmental issues and to assisting our customers, suppliers and other organisations with which we are involved to achieve their own best practice objectives in this area.

Steeles PCS Ltd accepts our responsibility to reduce the adverse and increase the beneficial environmental impacts of our activities, products and services through recognition and support of:

- the key role that cleaning activities play in environmental management;
- the link between the services we provide and the environment.

#### *To this end, Steeles PCS Ltd will:*

- implement and maintain an environmental management system;
- comply with all relevant environmental legislation, regulations and other requirements that relate to its environmental aspects ;
- prevent pollution wherever possible and practicable, by the use of non-polluting techniques and practices;
- continually improve its environmental performance through the setting and annual review of environmental objectives and targets, in consultation with stakeholders;
- consider and include reference to the achievement of environmental objectives in its corporate and business plans;
- improve the management of energy, resources, raw materials, travel and transportation and emissions in all activities, and encourage other organisations and suppliers to do likewise;
- improve the management of waste through minimisation, re-use and recycling;
- consider the environmental impact of significant policy decisions;
- investigate and seek to improve the environmental impacts associated with the purchase and supply of products to our business;
- participate with other stakeholders on environmental matters of common interest and application;
- commission and support research into green issues that relate to our business;
- inform and educate all persons working for or on behalf of Steeles PCS Ltd, about environmental issues and share that knowledge and expertise with other organisations, particularly issues that relate to the cleaning industry.

This policy will be periodically reviewed by the Operations Director each year and be made widely available to all employees, suppliers and sub contractors.

## 6. Ethical & Diversity

### Ethical Policy

**Products** - Our cleaning products are carefully selected through means of thorough internal research into the ethical background of all suppliers and contractors to ensure compliance with current legislation and general Health & Safety, and also through means of requesting they complete our 'Supplier Questionnaire' prior to purchase.

**SafeContractor / ContractorPlus / SIA Approved Contractor** - Steeles PCS Ltd are certified members of two Health & Safety Associations enabling us to maintain our current Health & Safety standards by keeping manuals up to date with current and future legislation and legal requirements through annual internal and external audits and assessments. As an organisation we are committed to health and safety in the work place. We are licensed to collect and carry controlled waste for recycling. We maintain Waste Transfer Notes of our recycling operations and can provide customers with safe receptacles for the containment of used consumables. Our service includes the emptying and collection of used consumables on a regular and agreed basis. We are also a certified member of SIA Approved Contractor which allows us to provide Security and Manguarding services to a very high standard at all times.

**Quality Standards - ISO 9002 QMS / ISO 14001 EMS** - Steeles PCS Ltd provides recycling services and products locally in London and is totally committed to providing excellent customer service and products to the highest standard.

Our quality assurance system is registered to the international standard ISO 9002 which is continually reviewed to improve product life and reliability and to continue to maintain our reputation as a Quality Assured organisation. We also work to an Environmental Management System and are accredited with the International Standard ISO 14001 which has allowed us to recognise and develop objectives and targets of our organisation's environmental impacts through monitoring company activities, processes, products and services, and how they interact with our environment. Please see our Environmental Policy for our EMS standards which include our concepts and initiatives to reduce, re-use and recycle at all levels within our company.

**Customer Base** - Steeles PCS Ltd has many prestigious customers who have been with us for many years including large organisations, Metropolitan councils, High Street store chains and many Educational institutes.

**Financial Stability** - Steeles PCS Ltd was incorporated in June 1987 and has since been trading from its head office in the North of London. We have maintained profitability over the years and are able to cope with expansion from our own generated funds. Many of the workforce have been with us from inception and have contributed to our quality and success.

**Strategy** - To expand our presence and continue to be ahead of other companies in our industry by offering our customers the latest up to date information on products, technical advice, support and alternative products at reduced costs when available, and the ability to source hard to find products at a fair price. We keep our customers up to date with newsletters, environmental news and specials from our web site on the Internet ([www.kleenstrike.co.uk](http://www.kleenstrike.co.uk)) and with quarterly Specials catalogues. We continue to visit major trade shows and exhibitions in both the USA and Europe to discuss suppliers' latest technological advances down to component level.

# Company Information for the Client

## Diversity Policy

### **The Company's Diversity policy seeks to raise awareness that:**

- The ability of the organisation to add value and create wealth is dependent upon the mix of people we employ;
- The strength of the business is built on the recognition that difference matters – different abilities and different contributions from different people;
- The employment of people with different perspectives and experiences increases Steeles PCS Ltd's resources and broadens our trading opportunities;
- Our employees have legal rights and, as individuals, the moral and social right to be treated fairly and equitably.

### **The Company's Diversity policy also seeks to ensure that:**

- No job applicant or Employee of the Company receives less favourable treatment than another on the grounds of race, religion, gender, marital status, age, disability or sexuality;
- No applicant or Employee of the Company is placed at a disadvantage by requirements or conditions which have a disproportionately adverse effect on his/her ethnic group, gender, marital status, age or disability which cannot be shown to be justified on other than grounds of race, religion, gender, marital status, age, disability or sexuality;
- Any current Employee raising a complaint on grounds of discrimination is afforded full and prompt access to the Company's grievance procedure;
- When considering internal applicants for training or promotion, no Employee is disadvantaged on the grounds of race, religion, gender, marital status, age, disability or sexuality;
- The Company ensures that, with regard to recruitment, every job is equally open to any gender or any ethnic group, with the required qualifications, unless an exception is provided by the Sex Discrimination or Race Discrimination Act and Disability Discrimination Act;
- Any unsuccessful candidate seeking a reason for being rejected will be given a prompt and full explanation.

*Last revised: January 2010*

# Company Information for the Client

## 7. Quality Assurance

### STATEMENT OF POLICY

It is the policy of Steeles PCS to provide its clients with a reliable, consistent and efficient service performed by competent personnel employing effective methods.

In order to ensure that this policy is implemented within the company and to provide confidence to its clients, Steeles PCS will be extending its BS EN ISO 9002 documentation to cover the PCS Maintenance & Refurbishment business arm.

All aspects of the company's business which impact on the achievement of client requirement satisfaction will be subject to procedural control and compliance with procedures. The system will be monitored by a programme of compliance audits and to provide additional confidence to its clients, the quality system will be subject to assessment and registration by a third party certification body.

### Quality Plan for the Client

A detailed Quality Plan will be tailored and developed on Contract Award and submitted for approval. This will establish:

- the Client Representative
- Steeles PCS Structure
- Communication
- Quality System and Review Procedures
- Planning
- Suppliers
- Health & Safety

### Site Packs

A Site Pack details how we will operate and manage the services. Our managers and supervisors use this as a tool for Induction and Monitoring purposes. The pack is placed in an accessible location for the Client and Steeles PCS staff. The Pack contains the following information:

- Contact Telephone Numbers
- Quality Plan
- Policy Statements
- Health & Safety Policy
- Health & Safety Booklet
- Risk Assessments
- COSHH Data
- Work Schedules
- Accident Report Book
- Cleaning Cards

# Company Information for the Client

## **Monitoring of Standards**

It is vital for both our contract management and the Client point of view, that an effective controlled quality assessment programme is employed and consistently and constantly operated.

Our Process Control Procedure includes the use of Cleaning Quality Checks. The Quality Monitoring System feeds statistical information into the contract management process, but importantly includes a remedial action box which triggers immediate solutions to any identified fault.

We believe that Steeles PCS quality assessment programme will drive our service delivery forward and complement any performance monitoring systems you currently have in place.

Each building will be inspected at a minimum of monthly intervals which, once completed, will identify areas of potential failings, rectify them and ensure they meet and exceed the required standards consistently thereafter.

As part of the Quality System the Director will carry out periodical assessments and the results of these reviewed at the monthly meetings.

## **Site Communication Book**

Each contract will be allocated a site communication book which will work as both a complaints and request system, and will be located at a designated point which is easily accessible for the Client and Steeles PCS.

Your representative will record any non-conformances for Steeles PCS to rectify the next working day. Similarly, Steeles PCS employees will utilise the book to record any faults.

# Company Information for the Client

## 8. Staffing

### **Staff Recruitment**

Steeles PCS places a great emphasis on good employee relations through a combination of fair management policies, induction and ongoing training, management support and a regular review policy.

#### ***Selection Process***

Once the contract is awarded, our first task is to fill any supervisory and cleaning operative positions. If personnel are not transferring to Steeles PCS in line with TUPE, we will fill vacancies either through internal recruitment or by advertising in the appropriate media.

Under TUPE legislation, we believe that all staff with the appropriate qualifying service period has the right to transfer to the incoming contractor with all terms and conditions fully protected. Steeles PCS does, however, reserve the right to amend contracts of employment in negotiation with transferring employees.

Existing staff will normally be offered interviews for the positions of supervisors and cleaning operatives. The need for external recruitment, if any, will therefore be defined by the number of existing staff who fill vacant positions.

Steeles PCS has strict criteria which all potential and transferring employees must meet:

- National Insurance numbers will be checked
- A copy of Passport, Driving License or Birth Certificate must be produced
- All employees must have an understanding of English or be able to understand pictorial cards
- References will be taken (both personal and work)
- Employees must have a valid work permit
- Two recent photographs will be required for identification badges
- P45/P46 will be required for payroll

#### ***Security, Identification Badge & Work- wear***

Security is a very high priority in business today with the need to protect both staff and company assets. Steeles PCS would be happy to discuss and assist in enforcing any restrictions placed upon our staff at the recruitment stage and also after commencing work on site. We also undertake to screen all employees as far as possible under current regulations before employment.

All Steeles PCS staff will be in work-wear garments which will be clearly identifiable and promote the image which is uppermost in our minds. In addition, staff are issued with a company identity card, which contains their photograph and employee number. These must be worn or carried at all times on duty and would be addition to any security passes provided by the client.

Steeles PCS will take a proactive and vigilant stance, by actively encouraging our staff to report any unusual or suspicious occurrences.

#### ***Attendance***

The attendance and time keeping of staff is an essential part of the quality of service which the Client is paying for. This is therefore an area which is closely monitored throughout the life of the contract and for any discrepancies which may arise.

# Company Information for the Client

If an employee is aware that they are unable to attend work, they must contact their line manager at least four hours before their shift commences.

If in the rare event a cleaning operative does not give notice for absenteeism, we will usually ask the staff on the same location to increase their length of shift to cover. If it is a lone worker contract, we will arrange an appropriate trained employee to cover the duration.

## **Induction and Training**

Steeles PCS recognise the key role that people play in the provision of quality cleaning services and therefore substantial resources are invested in the training and development of our staff at all levels.

The provision of appropriate staff training not only ensures adherence to our quality standards, but also motivates and helps retain a higher calibre of committed staff.

### ***Skills Training***

Training commences from the implementation period and offers our staff a fresh approach in delivering a quality service. In line with relevant legal requirements, Health & Safety, COSHH and Fire Procedures will be covered on the first day and then skills training will commence and continue through the full induction program until the operatives are no longer a new employee but are working towards being part of a functional team.

During the Induction Period, we will recognise and apply the training elements required to carry out the tasks which are required for the Client along with new techniques to allow our staff to become multi-skilled. On going training in new equipment, product and industry developments are maintained and reviewed accordingly.

### ***Language Training***

Steeles PCS is an Equal Opportunity Employer. English is not the first language for some employees, although most have a basic understanding of it. Although we cannot require employees to increase their language skills, we strongly encourage them to do so; this not only benefits Steeles PCS but provides employees with a practical and transferable skill.

Steeles PCS offers all employees English lessons. These lessons are held at Head Office and take place out of working hours. A high percentage of employees participate in these lessons.

# Company Information for the Client

## 10 day Professional Cleaning Programme

### DAY 1:

- Registration
- Induction
- Health and Safety Pt 1
- Behaviour culture
- Basic English and Maths check Exercises and Tests
- One-2-One (re-suitability) session
- TTC- Vision/Mission/Values/Professionalism/
- Complaints Procedure

### DAY 2:

- Health and Safety Pt 2
- Emergency Procedures
- Importance of Punctuality and Reliability
- Behaviour standards
- IT skills exercises – i.e. setting up and using an email account

### DAY 3:

- Introduction and use of Cleaning Agents
- Soaps, Bleaches and Buffers
- Polishers – wood – tiled and other floors
- Practical Sessions – using cleaning machines

### DAY 4:

- Cleaning - PCs/ keyboards and IT equipment. Toilets and hallways
- Fire Awareness and practical session
- Practical hazards, risks and spillages
- Noise

### DAY 5:

- Manual Handling
- Boxes, lifting alone and in pairs
- Cleaning equipment
- Practical Exercises
- Signs and signals

### DAY 6:

- Visiting and Working on a real life cleaning site
- Observation Exercise
- Safety signs session
- Working on your own

### DAY 7:

- Customer Care what it is? How you are involved? Strategies?
- Dealing with others
- Dealing with different types of managers
- Dealing with customers – Angry, Happy, concerned , etc
- Emergency procedures – Must know ...

# Company Information for the Client

## **DAY 8:**

- Communication skills
- Listening
- Taking instructions
- Working alone
- Working as part of a team
- Feedback
- Problem solving
- Interview techniques and CV (Part 1)
- Assertive/passive/aggressive behaviour

## **DAY 9:**

- Are you really Job Ready? – questionnaire and Check exercises
- Interview techniques and CV (Part 2)
- Applications forms
- Covering letters
- Recycling and Waste
- IT skills – Internet, www, and how to find your way around it.

## **DAY 10:**

- Group session
- Revision
- Questions and answers
- Feedback session
- Certification awards
- Way forward (“what’s next?”)

Followed by:-

- 2 week work placement on site

Followed by:-

- Offer of a full time / part time job (if not already applying for a cleaning position within the company)

# Company Information for the Client

## Equal Opportunities Policy

The Company is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. The Company is committed to actively opposing all forms of discrimination.

The Company also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

The Company will take all reasonable steps to employ, train and promote employees on the basis of their experience, abilities and qualifications without regard to race, colour, ethnic origin, nationality, national origin, religion or religious or philosophical belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability. The Company will also take all reasonable steps to provide a work environment in which all employees are treated with respect and dignity and that is free of harassment based upon an employee's race, colour, ethnic origin, nationality, national origin, religion or religious or philosophical belief, sex, sexual orientation, gender reassignment, age, marital or civil partnership status or disability. The Company will not condone any form of harassment, whether engaged in by employee or by outside third parties who do business with the Company, such as client, customers, contractors or suppliers.

Employees have a duty to co-operate with the Company to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment or bullying. Action will be taken under the Company's disciplinary procedure against any employee who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Serious breaches of this equal opportunities and dignity at work statement will be treated as potential gross misconduct and could render the employee liable to summary dismissal. Employees should also bear in mind that they can be held personally liable for any act of unlawful discrimination. Employees who commit serious acts of harassment may also be guilty of a criminal offence.

You should draw the attention of your line manager to suspected discriminatory acts or practices or suspected cases of harassment. You must not victimise or retaliate against an employee who has made allegations or complaints of discrimination or harassment or who has provided information about such discrimination or harassment. Such behaviour will be treated as potential gross misconduct in accordance with the Company's disciplinary procedure.

The Company will also take appropriate action against any third parties who are found to have committed an act on improper or unlawful harassment against its employees.

### Objective:

- To reduce, stop and prevent all forms of unlawful discrimination;
- To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined on the basis of capability, qualifications, experience, skills and productivity.

# Company Information for the Client

## Designated Officer:

Name..... (insert full name)

Position..... (insert position, e.g. HR Manager)

Telephone Number..... (insert contact telephone number)

## Definition of Discrimination:

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. Discrimination may be direct or indirect.

## Types of Discrimination:

### *Direct Discrimination*

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

### *Indirect Discrimination*

This is the application of a policy, criterion or practice which the employer applies to all employees but which is such that:

- it is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- the employer cannot justify the need for the application of the policy on a neutral basis; and
- the person to whom the employer is applying it suffers detriment from the application of the policy.

*Example.* A requirement that all employees must be 6ft tall would indirectly discriminate against employees with an oriental ethnic origin, as they are less likely to be able to fulfil this requirement if that requirement is not justified by the position.

### Harassment

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

### *Victimisation*

This occurs when a person is treated less favourable because they have brought or intend to bring proceedings or they have given or intend to give evidence.

# Company Information for the Client

## **Unlawful Reasons for Discrimination:**

### ***Sex***

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Example: Asking a woman during an interview if she is planning to have any (more) children constitutes discrimination on the ground of gender.

### ***Age***

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

### ***Disability***

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to the service and ability to be employed, trained or promoted as a non-disabled person.

### ***Race***

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.

### ***Sexual Orientation***

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, heterosexual or bisexual.

### ***Religion or Belief***

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

## **Reasonable Adjustments:**

The Company has a duty to make reasonable adjustments to facilitate the employment of a disabled person. These may include:

- making adjustments to premises;
- re-allocating some or all of a disabled employee's duties;
- transferring a disabled employee to a role better suited to their disability ;
- relocating a disabled employee to a more suitable office;
- giving a disabled employee time off work for medical treatment or rehabilitation;
- providing training or mentoring for a disabled employee;
- supplying or modifying equipment instruction and training manuals for disabled employee; or;
- any other adjustments that the Company considers reasonable and necessary, provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Designated Officer.

# Company Information for the Client

## **Responsibility:**

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and ensure that all employees, subcontractors and agents do the same.

Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

The Company takes responsibility for achieving the objectives of this Policy, and for ensuring compliance with relevant Legislation and Codes of Practice.

## **Reporting Complaints:**

All allegations of discrimination or harassment will be dealt with seriously, confidentially and speedily. The Company will not ignore or treat lightly grievances or complaints of discrimination or harassment from members of a particular race, colour, ethnic origin, nationality, national origin, religion or religious or philosophical belief, sex, sexual orientation or age or from employees who have undergone gender reassignment, are married, have entered into a civil partnership or have a disability.

With cases of harassment, while the Company encourages employee who believe they are being harassed to notify the offender (by words or by conduct) that his or her behaviour is unwelcome, the Company also recognises that actual or perceived power and status disparities may make such confrontation impractical.

If you wish to make a complaint of discrimination or harassment, whether against the Company, a fellow employee or a third party, you should follow the following steps:

1. First of all, report the incident of discrimination or harassment to your line manager. If you do not wish to speak to your line manager, you can instead speak to an alternative management or to a member of the Human Resources Department.
2. Such reports should be made promptly so that investigation may proceed and any action taken expeditiously.
3. All allegations of discrimination or harassment will be taken seriously. The allegation will be promptly investigated and, as part of the investigatory process, you will be interviewed and asked to provide a written witness statement setting out the details of your complaint. Confidentiality will be maintained during the investigatory process to the extent that this is practical and appropriate in the circumstances. However, in order to effectively investigate an allegation, the Company must be able to determine the scope of the investigation and the individuals who should be informed of or interviewed about the allegation. For example, the identity of the complainant and the nature of the allegations must be revealed to the alleged harasser or discriminator so that he or she is able to fairly respond to the allegations. The

# Company Information for the Client

Company reserves the right to arrange for another manager to conduct the investigation other than the manager with whom you raised the matter.

4. Once the investigation has been completed, you will be informed in writing of the outcome and the Company's conclusions and decision as soon as possible. The Company is committed to taking appropriate action with respect to all complaints of discrimination or harassment which are upheld.
5. You will not be penalised for raising a complaint, even if it is not upheld, unless your complaint was both untrue and made in bad faith.
6. If your complaint is upheld and the harasser or discriminator remains in the Company's employment, the Company will take all reasonable steps to ensure that you do not have to continue working alongside him or her if you do not wish to do so. The Company will discuss the options with you.
7. If your complaint is not upheld, arrangements will be made for you and the alleged harasser or discriminator to continue or resume working and to repair working relationships.

Alternatively, you may, if you wish, use the Company's grievance procedure to a complaint.

Any employee who is found to have discriminated against or harassed another employee in violation of this policy will be subject to disciplinary action under the Company's disciplinary procedure. Such behaviour may be treated as gross misconduct and could render the employee liable to summary dismissal. In addition, line managers who has knowledge that such discrimination or harassment had occurred in their departments but who has taken no action to eliminate it will also be subject to disciplinary action under the Company's disciplinary procedure.

## **Extent:**

The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. The Company seeks to ensure that all sub-contractors and agents act in accordance with this Policy. The Company accepts no liability for the actions of sub-contractors and agents. The Company offers goods and services in a fashion that complies with the spirit of this Policy.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

# Company Information for the Client

## 9. Contract Management

We see the key to the successful operation of this contract being:

- Informed Management
- Dedicated Supervision
- Trained & Motivated Staff

clients, results in the most efficient supervisory system currently used.

### Management Resources

Management is critical to the services of the Client. We therefore have a dedicated manager responsible for each region and they take responsibility for the day to day monitoring of the services at each location.

Our Managers will visit and carry out audits on a minimum of a weekly basis, or more if stipulated. This will cover all services and will be fundamental in continuity and communicated at all levels.

All our Managers receive full support from our senior management in all aspects especially in Recruitment, Training and Quality.

The following table details the named member of Steeles PCS staff who is responsible for each element of the client review process:

Client Review Process	
Member of Staff	Responsible for
Non Working Supervisor	Daily Audits
Area Manager	Weekly Site Checks/Audits
Contract Manager	Bi-Weekly Audits for first 2 months and then Monthly Audits
Contract Manager / Area Manager	Quarterly Contract Review
Business Development Manager	Six Monthly Development Review
Director / Business Development Manager / Contract Manager	Annual Contract Review

### TUPE Regulations

The Transfer of Undertakings (Protection of Employment) Regulations 1981 (as amended) – commonly known as the TUPE Regulations – safeguard employees’ rights where services change hands between employers.

Employees' continuous service and accrued employment rights will be unaffected by a transfer under TUPE and the terms and conditions of employment that existed prior to the transfer will apply unaltered after the transfer.

# Company Information for the Client

It is recognised that a contract of this nature would be subject to TUPE regulations and subsequent legislation, and would involve the transfer of the existing staff employed by the current contractors to Steeles PCS.

Steeles PCS accepts its responsibility under TUPE and, as such, employees transferring to us would retain continuity of service on terms and conditions no less favourable than those they currently enjoy.

## **Implementation Plan**

It is essential that an implementation phase is in place from Contract Award. Steeles PCS will work closely with the Client to ensure that implementation runs as smoothly as possible. The processes will be monitored closely to ensure all projected dates are met.

# Bid Document Prepared For

## Trade Rates

Plumbing	
Plumber	£85.00 first hour(incl. Corgi Gas Fitter) £60.00 per hour thereafter
Heating Engineer	£90.00 first hour £60.00 per hour thereafter
Drainage Services	By Quotation
Jetting & CCTV	From £125.00

Carpentry	
Carpenter	£55.00 first hour £40.00 per hour thereafter
Bespoke Carpentry	By Quotation
1 <sup>st</sup> Fix	£35.00 per hour
2 <sup>nd</sup> fix	£40.00 per hour

Glazing	
Repairs	By Quotation
24 Hour board up service	From 100.00
Etched Glass/Stained	By Quotation

Electrical	
Electrician	£85.00 first hour £60.00 per hour thereafter
Lighting Specialist	£70.00 first hour £50.00 per hour thereafter
Data Cabling	£55.00 first hour £40.00 per hour thereafter
Lamping Service	By Quotation
Contract Services	By Quotation

Security Services	
Intruder Alarms	From £250.00
Fire Alarms	From £300.00
Access Control	From £250.00
Lighting	From £100.00

Physical Security	
Grills,Shutters,Locks	All by quotation

Professional Services	
Structural Engineers	
Architects	
Surveyors	
Design & Build	

Decorating	
Painting	
Paper Hanging	By Quotation
Special Finishes	

Fitting Out Services	
Dry Lining	
Partitions	By Quotation
Suspended Ceilings	

Building Services	
Plasterers	
Bricklayers	
Diamond Drilling/Chasing	All By Quotation
Strip Out service	
Roofing	

P.A. Testing	
Certificated and each item tagged	
Quantity	Charge Per Item
0 – 50	£4.90
51 – 100	£4.25
101 – 200	£4.00
200 +	£3.75 (or quotation available)

Professional Cleaning Services  
PCS Facilities Management  
Cadogan King Facilities Protection  
PCS Chlorelle Property Maintenance



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