

## **QUALITY CONTROL**

We are dedicated to deliver complete customer satisfaction through our custom-made and affordable residential and commercial cleaning services.

At Greenpro, we ensure that all client requirements are met in a timely and well-organized manner through our Quality Control System. From careful staff vetting process to supervised training and quality products, we take every measure to ensure that our cleaners deliver the quality cleaning service that we take pride in.

### **Experienced & Trained Staff**

With a minimum of 6 to 24 months (series) experience within the commercial cleaning sector, all our Cleaners and supervisors are experienced and well trained. Additionally, we ensure that we provide you with the best cleaning team for your office or commercial building. We guarantee quality and reliable cleaners by providing on-going on-site and off-site training programs catered to new and experienced cleaners. This enables us to provide you with the best cleaning team for your office or commercial building.

### **Reliability & Timely Service**

**Owing to the rigorous structures and standard recruitment procedures we have instituted,** we recruit only qualified, reliable and committed staff. In addition, we monitor your cleaning team's attendance and efficiency with our electronic and written Time and Attendance system. Clients are covered in the event where their cleaners are absent.

### **Eco-Friendly**

At Greenpro, we endeavor to use environmentally friendly supplies and practices wherever possible to minimize the impact of cleaning chemicals on the environment. We care about the environment in your home, your place of work and everywhere in between. With our Environment Health Safety (EHS) program, we make certain that, the chemicals and methods we use meet all the health and safety standards and are safe for the environment.

### **Personal Protective Equipment (PPE)**

Furthermore, the appropriate personal protective equipment will be issued to employees applicable to their work or site activities All our cleaners will be in company uniform while at work. Training will be provided for employees on the safe use, storage and maintenance of all

equipment. Training will also be given to cleaners on basic equipment might be needed at your house.

### **First Aid & Accident Reporting**

First aid provision and prior training will be made available to each of our cleaners. All accidents will be reported and recorded in the accident book in accordance with RIDDOR procedures (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

### **Fire Safety**

All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. The site supervisors are responsible for keeping their operating areas safe from fire, ensuring that the cleaners are trained in fire prevention practices and emergency procedures. Cleaners will also be trained and made familiar with the location of fire extinguishers and fire exits at their allocated premise of work.

### **PAT**

Portable appliance testing - all electrical equipment used by our clients are of higher standard quality are tested and carefully maintained on regular basis.

## **HEALTH & SAFETY**

Health and Safety is a fundamental part of the cleaning industry. At Greenpro, we comply under the Health and Safety at Work Act, taking specific measures that are judiciously attainable, to ensure the wellness and health of our staff, colleagues and customers.

Greenpro maintains COSHH sheets and takes all safety measures to control hazards and risks within the workplace. We conform to the HSE regulations and ensure all our employees receive health & safety induction, including the appropriate PPE and RIDDOR procedure. Regular risk assessments are further conducted within the relevant sites.

All our staff members are trained to assess the Health and Safety implications of every task they perform. We provide continual training, monitoring and feedback to ensure that all cleaning services are performed with utmost safety.

Our health and safety policy is operated and reviewed periodically with updates that reflect any changes in the nature and size of the business. At Greenpro, we aim to:

- ✚ Provide a safe and healthy place to work
- ✚ Employ safe methods and systems of work
- ✚ Provide risk assessment for all of our commercial cleaning activities
- ✚ Consult with our workers on matters affecting their health and safety
- ✚ Provide and maintain safe plant and equipment usage and PPE

## **COSHH POLICY**

We conform to COSHH (Control of Substances Hazardous to Health) Policy and require that all cleaning materials used must be of an approved range and that suppliers must provide full safety data sheets for each item. Material handling and storage will comply with any special manufacturer's instructions in addition to those supplied with the relevant COSHH data sheet. Our supervisors ensure that each cleaner is aware of the COSHH regulations for materials hazardous to health and ensures that all cleaning staff adheres to these regulations at all times. We also ensure that the new or updated COSHH data information is made available to all employees in accordance with our continuous training policy.

## **ENVIRONMENTAL POLICY**

At Greenpro, we recognize our responsibility to protect the environment. We strive to minimize our impact on the environment by integrating environmental management policies and eco-friendly cleaning products and practices.

Reducing our carbon footprint by taking the necessary measures within our workplace is part of our day to day duties, from maximizing email communication to eliminating unnecessary travel journeys.

We aim to use electronic communication whenever possible with the aim to reduce the amount paper that is used up at our Greenpro Cleaning office and we always recycle and reuse materials where possible.

## **Our Cleaning Products**

We invest in quality cleaning materials that are also environmentally safe, ensuring you receive a high standard of cleaning on every visit.

We choose our cleaning materials to ensure that they have a minimal impact on the environment and we aim to use biodegradable and eco-friendly materials wherever possible. We source all the materials we use from manufacturers who have strong environmental policy

and ethics. We aim to recycle and reuse materials such as plastic trigger sprays, gallons, cardboard boxes and plastic bags where possible.

We continually monitor and audit our environmental policies and practices to ensure that we provide environmental friendly cleaning services at all times at no extra cost.

### **The Safety Kit**

This includes First Aid Kit & Safety Goggles. We ask our client to make a small first aid Kit available for the cleaner's use. If you wish, we can supply a Safety Kit. Safety Goggles are also available for high level cleaning work and Goggles should be worn when mixing chemicals and for oven cleaning.

## **5.3 CLEANING PRODUCTS**

There are a number of requirements that you should be aware of, when you employ a cleaner. When you clean your own house, you can use practically any cleaning products you wish. When you employ a cleaner, however, you are under the Health & Safety legislations legally obliged to provide a safe working environment. It is advisable to restrict the range of product to those in which a maid is trained. However, Greenpro offers a range of cleaning products and has trained cleaners in their use.

Greenpro also favors a system of colour coding to avoid the risk of cross-contamination. The colour coding is:

1. **Yellow** for kitchen and food preparation area
2. **Blue** for general low risk areas, excluding food areas
3. **Red** for toilets and sanitary appliances, including bidet and brush holder.

This is for your own protection. The colour system is simple and easily understood. The golden rule is to have your cleaner work from the cleanest areas to the dirtiest areas and in the kitchen before doing toilets and bathrooms. Different colour- coded cleaning should be kept from each other.