

CLEANING BY THE CLEANER COMPANY

The Cleaner Company (TCC) are an innovative Cleaning Agency based in East London that specialise in the provision of office and commercial cleaning solutions in London and surrounding areas. Since commencing our service in 2011 we have fast developed our skill base and improved our performance and service delivery by focussing on the cleaning needs and operational requirements of our clients.

Our aim is to deliver a bespoke and superior service to all our clients using a high calibre team of motivated operatives alongside the best equipment and products, to complete your cleaning efficiently and effectively.

Our Service

Our cleaning includes the floors, windows and everything in between! Following our initial needs assessment we will develop your bespoke cleaning solution and ensure any additional services required are incorporated.

A range of our services are as follows:



How We Work

From the start of your contract with us we'll work in close collaboration with you to understand your cleaning needs and your core business, so we can begin tailoring your cleaning service. You'll be allocated an experienced Account Manager who'll act as your single point of contact from the initial set-up to the day-to-day running of your cleaning service.

Once we have tailored your cleaning service we'll issue a Contract Book to you and this will include your Specification, Risk Assessments and COSHH Data alongside your Contract Agreement. The Contract Book will also contain client specific Key Performance Indicators (KPI's) which we'll use to evaluate the effectiveness and quality of our services at your organisation.

Typically our KPI's are based on the following:

KEY PERFORMANCE INDICATOR	QUALITY MEASUREMENT:
Cleaning Standard	The standard of cleaning is observed. All tasks are to be completed to a consistently high standard, in line with the specification, and within the allocated time. Issues to be rectified should be minimal.
Complaints	The number and nature of complaints reported are assessed alongside the response rate and action taken.
Customer Service	Operatives working on site are proactive and go above and beyond the call of duty. Operatives are polite and conduct themselves accordingly on site with minimal disruption to core business.
Presentation and Uniforms	All operatives are well presented, wearing the TCC uniform and equipped at all times with appropriate PPE (Personal Protective Equipment).
Stability of Supervisors and Operatives	Account Managers and Supervisors are highly competent and knowledgeable in cleaning with very little change. There should be few staff changes and the number of hours worked by cover cleaners should be minimal (with exception to holiday periods).
Safety Management System	Our Safety Management System is in place and includes risk management, COSHH and up-to-date staff training with training records. Colour Code cleaning and infection control will be evident on site.
Public Liability	Operative tracks public liability claims and is proactive in taking action to address. There should be a low number of claims and operatives should attend to spills/leakage promptly.
Waste Management	General and recycling waste is disposed of appropriately and waste holding area is tidy with no obstructions.

Once KPI's have been set for your organisation we will conduct site visits on a set and agreed frequency. Your feedback is also crucial to our quality assurance process so we invite your comments at any stage throughout the lifetime of our service to you.

Our Operatives

At TCC our operatives are fundamental to the success of our service delivery. Because of this we only recruit individuals with professional cleaning experience and cleaning skills that reflect this. Prior to the completion of registration individuals must undergo DBS security checks and provide suitable and recent references. Our Management Team personally check references and these must be of a high standard before individuals can proceed to the next stage of registration. Once each individual applicant is checked and vetted they must then complete a series of practical tests to ensure cleaning is to the standard expected and in line with TCC requirements. Training needs are also identified at this point.

We select operatives for your organisation by matching an operative's skill base and experience to your bespoke specification. If the operative selected proves not to be suitable for your organisation for any reason, we will select a replacement using the same process.

We continuously work to ensure our staff are empowered and take personal ownership of sites they clean. To do this we do the following:

- Have both formal and informal 1-2-1 meetings to discuss each operative's performance.
- Listen to each operative's feedback on each respective assignment including lessons learned.
- Provide full details of each assignment's specification along with any changes during the life of the assignment.
- Provide a single point of contact (Manager) to each operative that can be contacted for support and/or guidance.
- Deliver in-house and external training ensuring staff are up-to-date and equipped with the necessary skills and knowledge to complete the job competently and efficiently.
- Operate as an Equal Opportunities employer encouraging a diverse workforce.

To date our approach has been successful as around 85% of our operatives remain with us for over 2 years in regular, long term assignments. On this basis, it is likely that any operative allocated to your organisation is experienced in delivering TCC cleaning services to the high standard expected.



Health & Safety at TCC

It is the general policy of TCC to contribute to maintaining a healthy and safe environment for onsite staff, workers and site visitors. To do this, alongside the provision of our Health & Safety Manual to each operative, we work closely with our operatives to refresh them on HSE requirements and actions identified through risk management.

In addition to this we also do the following:

- In advance of the commencement of a new contract we complete full and thorough risk assessments and advise operatives of any actions required. Our clients are also issued the completed risk assessments as part of the Contract Book.
- Ensure our operatives have received sufficient training in Manual Handling, Control of Substances Hazardous to Health (COSHH), Working at Heights (if necessary) and CSCS (if necessary). We also deliver in-house refresher training on health and safety at work and this focuses on trip hazards, colour coded cleaning and infection control, and understanding risk assessments and method statements.
- Complete Method Statements for major cleaning projects and ensure operatives are fully briefed in advance of the commencement of an assignment.
- Provide uniforms and appropriate Personal Protective Equipment (PPE) for the respective assignment.
- COSHH data is provided to all our clients who receive supplies. COSHH data is issued with each Contract Book at the start of every new cleaning contract.
- All equipment supplied by TCC is inspected prior to being allocated to a site. Following this we conduct periodic inspections on our equipment and where necessary, PAT testing is completed.
- Have an Accident Reporting System in place.
- All operatives are briefed on the on-site fire alarm and evacuation procedures.
- Operate the following colour coded cleaning regime:

BLUE	Generally used when cleaning areas are considered to present a low risk of infection. All equipment can be used to clean classrooms, corridors, offices, receptions etc.
GREEN	All kitchen areas within an establishment should use green equipment. (However, in a commercial kitchen, there are usually toilets, offices, storerooms, locker rooms and changing areas - the other relevant colours should still be adopted within the confines of the kitchen in areas where food is not prepared)
RED	To be used in areas considered to be a high risk in relation to the spread of infection, notably sanitary fittings within toilets, washrooms, wet changing areas, showers etc, including all associated fixtures and fittings.
YELLOW	Should be used in washroom areas for cleaning all fixtures, fittings and surfaces that are not considered critical in terms of infection. These include worktops, doors, pipework, towel dispensers, sinks and basins.

Our Clients

TCC provide a regular cleaning service to a number of clients in London and surrounding areas. To date we have been successful in client retention as most clients have remained with us since the commencement of their respective contract. This may be because whilst we deliver a high calibre service, we are flexible and will make adjustments to accommodate the needs of your business whilst remaining cost-effective and working within the constraints of your budget. As we are confident our services are highly satisfactory we offer a 30 day contract term however, even with this term available, on average our clients remain with us for 2.5 years, extending their rolling contract each year.

Here's some feedback from a few of our client's:

"We are extremely happy with the service received from The Cleaner Company. Our current cleaner always works hard to clean the office space to an excellent standard, and is very friendly and quick to respond should I need to get in touch. All queries are answered speedily by management, and we receive courtesy calls regularly to make sure that we are fully satisfied with the service received."

Charlotte Bailey – J Lindeberg Limited

"We started using The Cleaner Company in October 2012 after a number of complaints were made about the previous cleaners. We started off with a trial period for a month and in that time it was clear the cleaning service was much better than the service provided by the old cleaners. Our office is now very clean and smells delightful every day, and even visitors have commented on how clean our office is."

"We'd happily recommend The Cleaner Company to others and would like to say a big "Thank You" to The Cleaner Company Team."

Michelle Webster – SGC FM

"With B&B guests in and out all the time, it's integral that I have excellent communication, professional finish and flexibility according to the various check-in days/check-in times guests would arrive. TCC have been flawless and ever willing to facilitate, more than exceeding our expectations for a relatively complicated set-up running this DIY guest house in London. Most weeks, I don't even have to organise the clean in person as they are working as the recommended London service with 'Guesty' Air B&B help service, based in California, who do the front-end work with guest communications and cleaning bookings. Having experienced problems with different companies in the past juggling all this, I feel very grateful and lucky to have found TCC, always quick to respond, thorough with organisation with several great operatives. The B&B always ends up perfectly clean, and they even prepare the room as per a hotel for us which is a real bonus. Great service, highly recommended!"

George Bogel – Independent B&B Owner

To learn more about what we can do for you please visit www.cleaning-company.co.uk or call **0800 246 5868** and speak to a member of our helpful team.

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