



SERVICE DELIVERY MANIFESTO

Geoff Wright
Head of Sales & Client Relationships

M: +44(0) 7495 071001

T: +44(0)20 7458 4433

E: geoff@organisedcleaning.com

W: <http://www.organisedcleaning.co.uk>



CONTENTS

	<u>Section</u>	<u>Page</u>
1.	Executive Summary	3
2.	Values & Promises	4
3.	Mobilisation Plan	
4.	Client Relationship Management & On Site Support	5
5.	Operational Procedures	8
6.	Training & Continuous Professional Development	10
7.	Company Policies	11



1. EXECUTIVE SUMMARY

The Organised Cleaning Company (*'The OCC'*) is a commercial cleaning business which has been operating in the commercial & domestic property markets in London and the Home Counties since 2012. The Company has 3 divisions:

- ***The Organised Cleaning Company*** - providing professional contract cleaning to commercial and retail businesses as well as outsourced cleaning support to other soft service providers (security companies, facilities managers and property maintenance companies);
- ***ProClean Team*** - provides ad hoc pre & end of tenancy cleaning services to letting agents, property managers, landlords and tenants; and
- ***ConstructClean*** - providing builders and sparkle cleans, emergency cleaning and specialist cleaning services to building contractors, property managers, local authorities and housing associations.

In addition to its core business, The OCC offers clients specialist support services such as carpet cleaning, hard floor cleaning & maintenance, window cleaning, washroom services and cleaning supplies.

The OCC's contract cleaning service is fully customisable and clients can choose the frequency and number of hours of cleaning they require on a daily or weekly basis. The Company provides the cleaning products, equipment and materials as part of its service and prepares a site manual for clients, which includes a cleaning checklist, health & safety documentation and COSHH Data Sheets for products left on site.

Where additional services are agreed as part of the contract (janitorial supplies, window cleaning or carpet/hard floor cleaning etc), the The OCC arranges and manages the partners who provide these services on behalf of The OCC.

The OCC has an established presence as a service provider in both the commercial and domestic cleaning markets in London & the Home Counties. As a result, we are well placed to meet the demands and needs of our current and prospective clients.

We have developed efficient and effective operating systems & processes to ensure that we can deliver clients with an exceptional cleaning service, whatever their requirements.



2. VALUES & PROMISES

Values

Since forming in 2012, The Organised Cleaning Company is now one of the fastest growing cleaning companies in London & the Home Counties. Our business activities, geographical coverage and client base have continued to grow; building upon a successful formula of meeting and exceeding clients' needs within an increasingly competitive cleaning environment.

We strive to meet and deliver your EXPECTATIONS using our core values of **integrity, commitment, transparency, relationships** and **accountability**.

With an absolute commitment to our clients, our operational teams and our reputation, we at The Organised Cleaning Company endeavour to create long term partnerships with our clients, forming mutually beneficial business relationships based on adding value through the implementation of our core values.

Promises

Our clients can be confident that The Organised Cleaning Company utilises highly trained operational teams that use the most up to date and innovative cleaning processes and equipment to ensure that you receive an exceptional cleaning service. We also pride ourselves on being totally transparent and accountable as part of our service delivery.

Whether you have an office or retail store, common parts for residential premises or a property that needs cleaning, by using our organised cleaning service you will benefit from a professional efficient service, peace of mind and a flexible & responsive attitude.

In addition, we are also available and responsive 24 hours a day, 7 days a week for those all important emergencies that arise from time to time. We have various options available to suit your level of communication including email, phone or WhatsApp.

We do not take any business for granted and understand that clients' needs change in a dynamic industry. This has allowed us to evolve into offering an array of cleaning and supplementary services to meet our clients' demands requirements. The testimony to this is our ability to forge long term relationships enabling our clients to return to us time and time again.

3. MOBILISATION PLAN

As soon as The Organised Cleaning Company has been confirmed as your cleaning partner, we will incorporate your premises into our client portfolio in three distinct phases:



- Phase 1 - Contract Mobilisation from contract award to contract takeover
- Phase 2 - Contract Integration over the first one - three months
- Phase 3 - Contract Stabilisation

Phase 1 - Contract Mobilisation

At the point that the contract is awarded, a Mobilisation Team will be appointed whose primary function is to ensure that all aspects of the contract start-up phase are completed efficiently and on time, including:

- Site Manual
- Safety Audit
- Risk Assessment & Method Statements
- Training
- Site Induction
- Cleaning Schedule
- Cleaning Products, Materials & Equipment
- Client liaison & regular update

Geoff will lead the Mobilisation Team and be your primary point of contact for throughout the Contract Mobilisation phase.



Phase 2 - Contract Integration

Once your contract has been mobilised we move on to phase 2, which consists of Contract Integration.

Geoff and the team will manage your expectations, covering any revisions to the agreed Commercial Cleaning Checklist and resolving issues that arise throughout the integration process during the first 3 months of the contract.

We are fully aware that you may request changes in the early stages of the contract, which is why the integration phase is important. It's during this phase that we manage any changes or revisions and ensure that at the end of the Contract Integration phase, everything is running smoothly and meeting your expectations.

Contract Integration timeline:

1. **Week 1** - At the end of the first week following the contract start date, Geoff will conduct a follow-up call with you to carry out a basic review. During the call, he will complete a feedback form, which will be emailed to you following the call.
2. **Week 2** - At the end of the second week, Geoff will conduct a further follow up call to discuss any amendments that you may require to the Commercial Cleaning Checklist or the service in general. Should there be any issues that need addressing, these will also be discussed during the call. Geoff will also complete second a feedback form, a copy of which will also be sent to you following the call.

Following the call, we will review any changes to the Commercial Cleaning Checklist and endeavour to update the checklist and implement any changes as soon as possible.

3. **Week 4** - At the end of the fourth week, we like to carry out a face to face meeting at your premises with you in order to discuss any points that have been raised over the first month of the contract, and where necessary carry out an additional site survey.
4. **Month 3** - The final stage of Contract Integration is a review at the end of the first three months of the contract. We also like to carry this out face to face at your premises. During this meeting, we anticipate that all integration requirements have



been successfully completed to enable a smooth service delivery throughout the remainder of the term of the contract.

Phase 3 - Contract Stabilisation

As part of our commitment to you, we have a monthly check-in and we carry out a quarterly on-site review to ensure that our service delivery meets the standards and requirements set out in the Commercial Cleaning Checklist.

In addition to our regular reviews, Geoff can be contacted 24/7 via phone, email or text and will gladly assist you where he can. If your query cannot be resolved in this manner, our operational team will attend site in a time span appropriate to the issue.

We always welcome feedback, especially if it helps improve our service! Feedback is not restricted to a review meeting and any issues that may arise from time to time will be dealt with efficiently and promptly by either contacting Geoff direct on 07495071001 or emailing feedback@organisedcleaning.com

As a continuation of the Contract Stabilisation phase we will also carry out a full end of year review where we carry out an in-depth analysis of our performance compared with your expectations.

1st YEAR SERVICE CONTRACT OVERVIEW

The following flowchart highlights, in brief, the various Contract stages encompassing Mobilisation, Integration and Stabilisation as detailed above:





4. CLIENT RELATIONSHIP MANAGEMENT & ONSITE SUPPORT

Client Relationship Management

Once the Contract Mobilisation plan has been completed, Geoff Wright, our Head of Sales & Client Relationships, will be your principal point of contact throughout the duration of the contract.

Mobile: +44(0) 7495 071001

Telephone: +44(0)20 7458 4433

Email: geoff@organisedcleaning.com

Geoff comes with a vast amount of experience in the cleaning and facilities management industry having started up a cleaning division for a leading security company in the UK. Geoff appreciates and understands that meeting expectations and building on client relationships is fundamental to exceptional service delivery. No problem is too big or small for Geoff to resolve, utilising his years of client services experience gained through working with some of the biggest companies within the U.K.

On Site Support & Site Auditing

Your onsite team will benefit from the ongoing support of Geoff and his team. In addition to carrying out regular reviews, our supervisors will carry out site audits on a frequent basis throughout the life of the contract to ensure that standards are met and any training requirements are advised.

We use the latest tech to create bespoke quality audits and specification specific audits, which will cover not only the standards of service delivery but will also include compliance and health & safety. These audits can be client lead and/or developed in partnership with us.

Performance Related Stats

As part of our core value of **TRANSPARENCY**, we provide a range of performance stats that as part of our review process. These can be tailored to suit your business needs just contact Geoff at geoff@organisedcleaning.com and we will gladly look at producing the necessary reports suitable to measure our service levels.

SERVICES

- Annual Additional Service Requests/Offered

PERFORMANCE

- Performance v Client specified KPI

UPDATES

- Annual Contract Review
- Amendments to the Originally agreed Cleaning Schedule

SAVINGS

- Current Cost v Potential Cost Savings

ISSUES

- Raised by client
- Raised by The Organised Cleaning Company

Account Management

The Organised Cleaning Company aims to provide you with a service that delivers consistently professional high standards, proactive & transparent communication, along with a technical expertise and a willingness to innovate and offer alternative working methods. In addition, we aim to collaborate and develop a close working relationship with you so that we become a key partner in helping to manage your office environment.

Invoicing & Administrative Support

We work with many different types of businesses, all of whom have their own unique systems and procedures when it comes to invoicing and accounts. We are extremely flexible to our client's needs and will work with you to make the invoicing process as simple and seamless as possible.

Our Admin Team provide all of the necessary support for our Operations Team. Whether it's phone, email or administrative support, our Admin Team is always on hand to help out.

5. OPERATIONAL PROCEDURES

Health & Safety

As part of our Mobilisation Plan we include a methodology to comply with current Health & Safety legislation.

Our Health & Safety commitment includes a site assessment of all risks that may be encountered. In addition, we prepare a site folder for each contract, which includes the risk assessment and method statement for the cleaning processes and methods implemented on site.

All of the chemicals and cleaning agents that are used on site need to be stored, handled and applied strictly in accordance with the manufacturers recommendations and COSHH regulations. COSHH assessments and data sheets for the chemicals and cleaning agents used during the contract term are therefore also included in the site folder.

With electrical equipment used on site, we also ensure that it conforms with all appropriate regulations and is PAT tested and maintained at appropriate intervals.

Accident Reporting

All accidents that occur on site should be immediately reported to the Operations team and logged in the accident book. In the event of injury:

- Do not move the injured person; and
- Call the emergency services.

All fire exits must be kept clear of obstructions and in the event of a fire:

- Immediately operate the nearest fire alarm call point;
- Try to put the fire out using the nearest appropriate fire extinguisher by following the directions on the appliance, provided that this can be done without personal risk;

If the incident is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), the site supervisor must complete the appropriate accident reporting form and submit a copy to the Operations Team.



Lone Working

For many cleaning operatives, lone working is part of their normal daily routine. The Organised Cleaning Company will ensure, so far as is reasonably practicable, that all cleaning operatives who are required to work alone or unsupervised for significant periods of time are protected from risks of Health & Safety.

In the event that a cleaning operative is required to work alone, they are required to carry a mobile phone with them. If the cleaning operative is lone working on site for more than an hour, they are required to phone/text via mobile phone, every hour they are on site until completion as well as notifying the site supervisor as to their arrival and departure on site.

Issue Reporting

Although everybody at The Organised Cleaning Company strives to provide an exceptional service at all times, we understand that sometimes circumstances or events happen which impact our ability to provide a comprehensive and issue free service.

As infrequently as these circumstances or events arise, you can rest assured that we will always endeavour to rectify the situation at the earliest opportunity after it has arisen and been notified to us. As soon as an issue is reported to us, we will notify our on site client contact accordingly or acknowledge when the issue has been raised to us.

Our Operational team will then carry out an internal check of the issue and implement steps to resolve the same at the earliest opportunity. We will then notify you of the steps to resolve the issue, how long it will take to resolve and confirm once the issue has been dealt with and service resumes as scheduled.

6. TRAINING & CONTINUOUS PROFESSIONAL DEVELOPMENT

Training our operational teams to ensure that they provide the exceptional level of service that we strive to deliver is at the forefront of our business. We endeavour to provide our operational teams with a varied training programme encompassing all aspects of our service, including cleaning methodology, safety and security.

Our aim is to provide highly proficient operational teams that are committed to achieving high standards of service in the most effective manner.

Health & Safety Training

Health & Safety training is always included as part of the general training & development provided to our operational teams, especially when being inducted at a new site or location. The Health & Safety training presents information at two levels:

1. General information regarding Health & Safety; and
2. Site specific Health & Safety requirements to ensure that operational teams are able to work safely on site.

Ongoing Training & Continuous Professional Development

The Organised Cleaning Company is committed to developing both our operational and client services teams and we are constantly refining and improving the resources and training that is made available to them to assist with their continuous professional development.

Ongoing training is also based on the requirements of each contract, site and the individual needs of our operational teams. The training resources that our teams have access to cover all aspects of cleaning technology & methodology at various levels as well as service deliver, communication and client relationship development.

During the Contract Mobilisation phase, we will devise a training & site induction plan tailored to the specific requirements of you and your premises.



7. COMPANY POLICIES

At The Organised Cleaning Company we ensure that all of our operations & client services teams understand and adhere to the policies and procedures we have in place as a business.

The policies, in particular, reflect our core values of **integrity, commitment, transparency, partnership and accountability**. These values are important as they form the cornerstone of our business approach and are therefore reflected in our policies and procedures. Furthermore, our policies and procedures provide all of our teams with the necessary information to work safely, whilst developing their skills and professional practice, all with the aim of delivering an exceptional service.

We have set out a list of our policies below, which you can view and download by clicking on the relevant links:

1. Health & Safety Policy
2. Lone Worker Policy
3. Data Protection Policy
4. Environmental Policy Statement
5. Quality Policy