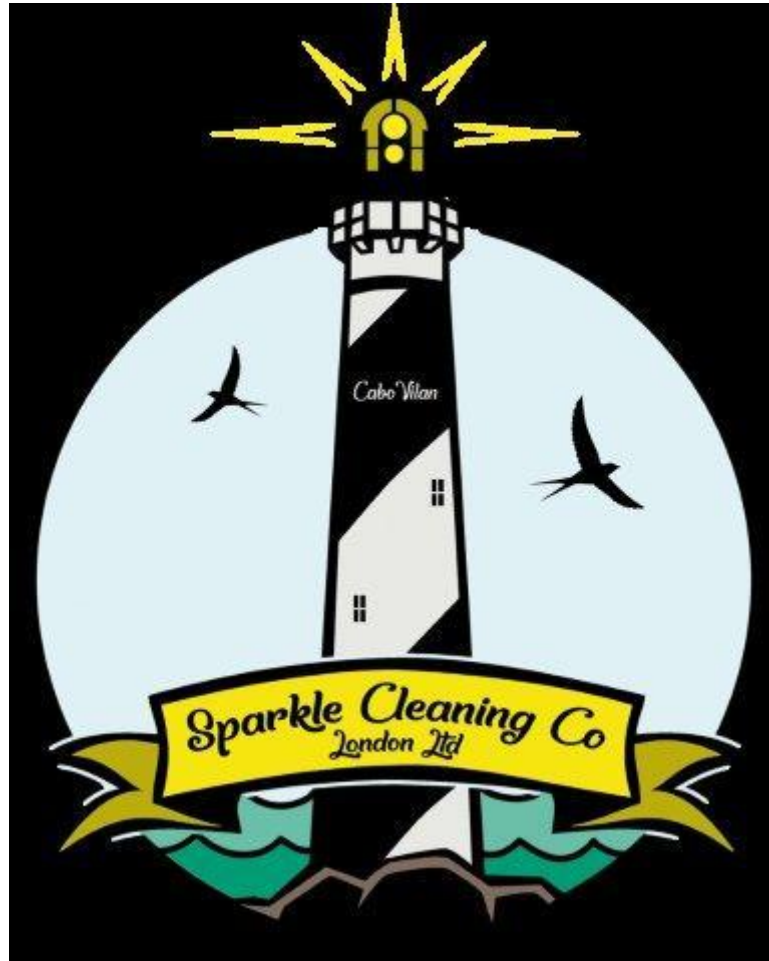


SPARKLE CLEANING CO (LONDON) LTD

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MITCHAM
CR4 3FH

TEL: 01737-555837
FAX: 020 8408 1531
MOBILE: 07778-353134
MOBILE: 07860-844664
E-Mail: info@sparklecleaningltd.com



Company Profile And Health & Safety

Registered Office as above
Company House No. 2368767
V.A.T. No: 574272037

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Cabo Vilan



SPARKLE CLEANING Co (LONDON) LTD

FAMILY RUN COMPANY

Established in 1991 and currently employing over 75 members of staff, Sparkle Cleaning London Ltd. is a highly regarded Cleaning company based within the M25 and surrounding areas.

Sparkle Cleaning Co (London) Ltd. offer a highly professional service to all their clients from managing agents to commercial enterprises offering a wide range of cleaning.

All types of cleaning are undertaken and always to perfection!



Common Parts Cleaning



Offices Cleaning



Supplies of Products



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SPARKLE CLEANING CO (LONDON) LTD COMPANY HISTORY

Sparkle Cleaning was established in 1991 by M J Hamilton, to provide a premier daily office and window cleaning service to some of the capitals most prestigious companies. In 1997, M J Hamilton's husband joined the Management team due to the fast expansion of the Company and in 2003 we went LTD.

Sparkle Cleaning Company has earned a reputation for the delivery of flexible, high quality, value for money services, directly through word of mouth, since the company's establishment. The Managing Director has been in the cleaning industry for over 30 years, and has 80-100 employees working for the Company - many remaining from its establishment in 1991.

The development of the company has been purely organic, relying only on the retention of business and client recommendation rather than advertising. As testament to this, many of our original clients continue to employ us for their service requirements. We would be happy to provide existing client reference sites. Operating from both our Surrey and West End offices, we control our contracts and management or supervisors visit our client's premises on a daily or weekly basis, ensuring that both staff and services are professionally managed.

Directors: M J Hamilton – Managing Director
R J Hamilton - Director
C Hamilton – Director
P Hamilton – Director

Management: Faye Cooke –Office Manager
Donna Hu-Green Finance Manager
Helder Candelaria –Area Manager



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STANDARD GENERAL INFORMATION **(Some sections may not be applicable to all clients)**

The client's instructions are fully understood as is the standard of cleaning required throughout the building.

Health & Safety at Work Act 1974

The Company complies fully with the Act. All staff employed by Sparkle Cleaning Co (London) Ltd are made fully aware of their obligations under the Act. (Our comprehensive Health and Safety at Work Manuals for our office and window cleaners are available on request.)

Safety Policy Procedure

All information is provided to the client regarding our safety policies and a full risk assessment is undertaken before we commence any work. Full COSHH information sheets are available for all products used in all contracts.

Cleaning Times

The company is completely flexible regarding cleaning times and will work at any time to suit the client's requirements.

Contract Terms

Agreed contract terms are by acceptance of our quotation in writing. Thereafter, the contract will run on a month-to-month basis. Termination is by exchange of letter by either party giving one full month's notice.

Relief for Absenteeism and Vacation

Suitable and acceptable supervisors, day staff and night cleaning staff are available at all times in cases of sickness or annual holidays. Emergency back-up is provided by our mobile teams and quick response units throughout the day.



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Accounting Records

All records relating to invoices for materials and any other accounting books relevant to the contract are readily available for inspection at any time. Signing in/out sheets will be held at security and will be monitored by the area manager responsible for the contract on his regular visits (if applicable).

Security and Identification

Sparkle Cleaning Co (London) Ltd agrees to abide by and comply with clients' security arrangements and requirements of their building security staff.

All staff are issued with identity cards bearing their photograph, a copy of which is kept in our offices, together with their employment records and other details. All are issued with distinctive Company shirts and protective wear.

Full names and addresses are provided for all cleaning staff if required.

Telephone Access and Other Services

All staff are warned in writing on their commencement of employment with the Company regarding the use of any client's telephone or other communication equipment.

Building Repairs

Management and supervisors are instructed to report immediately any damage or needed repairs to fixtures or fittings.

Weekly Records

Weekly records showing the number of staff employed every day and their work locations within the building will be maintained in a register in an agreed format.



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Electrical Equipment

All floor machines, vacuum cleaners and other electrically operated equipment are constantly up-dated and replaced as necessary to ensure that all plant and equipment is in perfect mechanical order at all times. Inspection and repairs comply with the Electricity at Work Act (1991). All electrical machinery is logged on our computer and checked and inspected annually.

Training and Induction

The Company provides on site induction and training to all employees and continues to provide training and maintain records of training given to all employees.

Insurance

The Company is fully insured for public and employers' liability with Zurich Insurance Plc. Full details of our policy are available for your inspection.

Janitorial Supplies

We can supply you with a wide range of premium competitively priced products for your waste disposal requirements, a full range of items from tea towels to dishwashing powder for your kitchens and a full dispensing and hygiene disposal service.

Invoices

All invoices are submitted monthly via e mail and can be broken down as required.



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Window Cleaners

Our window cleaners have been providing a reliable service for the ten years they have been with Sparkle Cleaning Company Ltd.

They are all fully trained in the use of cradles, both manual and electric, bosun's chair work, high level hydraulic platform operations and latterly, controlled descent access (abseiling). All window cleaners are made fully aware of their responsibilities regarding the Safety at Work Act and full safety harnesses are compulsorily worn at all times when cleaning external façades of buildings.

All equipment including ropes, ladders, chairs, safety harnesses and cradles are fully inspected every year by our insurance company.

Communications

Before the commencement of any contract a full list of directors and supervisors' mobile numbers are supplied in order that any client can contact any member of the Company outside normal office hours in case of emergency.

In addition we will require contact details from clients in case of an emergency which may occur outside of office hours.



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CORPORATE STRUCTURE

Company: Sparkle Cleaning Company (London) Ltd

Address: 27 Wilhelmina Avenue
Dutch Village, Coulsdon
Surrey CR5 1NL

Registered Address: As above

Company Registered: 1991

Registered Number: 2368767 (England)

VAT Number: 574 272 037

Insurance: Employers Liability £10m
Public / Products Liability £5m

Zurich Insurance PLC

Bankers: Barclays plc
The Croydon Group
PO Box 95
1 North End
Croydon, CR9 1RN

Registered Auditors: Hamilton – Eddy & Co
39 Tamworth Road
Croydon
Surrey CR0 1XU



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STAFF RECRUITMENT

We take particular care in the selection of our staff at all levels. Our procedures are designed to provide staff with the level of skill and experience that will enable them to perform the task for which they are employed.

The following information is required: -

- a) name of person recommending applicant
- b) proof that the person is able to legally work in this country i.e. that they are either a resident of an EC Country or that they can provide original documentation and passport with the relevant Home Office work permit and visa entry stamp.
- c) that the applicant has a current bank account or building society account.
- d) proof of living at a permanent place of residence.
- e) that the applicant has a NI card.
- f) proof that the applicant has worked for another organisation for at least one year and the provision of name of employer, contact, address of contract employed at in order that references can be checked.

If all the above criteria are in order and we believe the applicant has sufficient experience to fill the vacancy, then and only then, will we offer employment.

Asylum and Immigration

The Company is fully aware of the recent Government legislation and penalties that can be levied on any company knowingly or unknowingly employing illegal immigrants. Every precaution is taken to ensure that this does not occur.



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TRAINING AND INDUCTION

Sparkle Cleaning Co (London) Ltd recognizes the importance of induction and training for all levels of staff, particularly in the areas of product use and health and safety. We take particular care in the selection of our staff. Our procedures are designed to provide staff with the degree of skill and experience that will enable them to perform the task for which they are employed.

To achieve this high standard of service, Sparkle Cleaning recognizes the very important contribution every member of staff has to make. To help employees make this contribution the Company aims to provide a friendly and happy working atmosphere. The Company ensures that:

- 1 all staff will receive Induction Training
- 2 all staff understand their job and know their full responsibilities and areas of work
- 3 our “speak up” policy enables any member of staff who has any problem whatsoever, to get help and advice.
- 4 training will be provided to help employees achieve our aims and Objectives in providing a quality service to all our clients.
- 5 to help our employees in their jobs we ensure that:
 - They always have the best available equipment, materials and products they need to do their job properly
 - All electrical equipment is regular inspected and serviced
 - Equipment which breaks down is replaced immediately

All employees of the Company are responsible for contributing to the quality of service given to our clients and are responsible for achieving the required standards of performance in their job. It is every employee’s responsibility to be aware of their individual and collective obligations under the Health and Safety at Work Act 1974. Abbreviated copies are available in English, Spanish and Portuguese. During their Induction Training all staff are informed of the following:

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V.A.T. No: 574272037

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1. The area they are to clean.
2. What equipment to use and how to use it.
3. Cleaning products - What to use and when.
4. The situation of the cleaners' cupboard.
5. Their hours of work and wage rates.
6. The standard of dress and personal hygiene required, that they must always be presentable and that their image reflects that of the Company.
7. Ensure that they always sign in and out of the building.
8. That they are fully aware of the building's fire and evacuation regulations and that they understand their responsibilities and where their assembly areas are located.

Additionally regular in-office and on-site training is given to all supervisors and staff.

Due to our company experience and commitment we sincerely believe that our management team has a deeper and more thorough knowledge of products, operating methods and man management than any of our competitors in the office contract cleaning industry.

It is the responsibility of senior management to ensure that our staff receive the correct level of training applicable to the individual's responsibilities, that they understand our company ethos and that of our clients and most importantly, recognize the need to provide the highest possible standards of service.

Sparkle Cleaning Co (London) Ltd is an Equal Opportunity employer and adheres to statutory requirements under the Race Regulations Act. We also pride ourselves on paying our staff the Living Wage and we also give our clients the option to pay the Optional London Living Wage.



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QUALITY STATEMENT

Sparkle Cleaning Company Ltd has the reputation of providing all of its clients with a total quality service at all times. This is achieved by constant and consistent hands-on management leading from the front.

Quality targets are not set by the static supervisors; their aim is to achieve the standards set by the Managing Directors – M J Hamilton and R J Hamilton.

The first step to achieving a consistently high standard is to employ a regular, conscientious team of cleaners who are paid the correct rate for the job that they are expected to carry out. The benefit of employing a consistent team of cleaners is threefold: - firstly, in-house training, based on specifically developed programmes can be carried out on a continuous basis; secondly, specific skills such as marble/terrazzo cleaning and maintenance can be implemented at an early stage and continued using the very latest ultra high-speed equipment chemicals; thirdly, by specialising the labour force into teams (i.e. office cleaning, toilet cleaning and kitchen cleaning) individual training about the specific requirements of the job can be taught and maintained.

By having a consistent labour force, security of the building and our client's property are greatly increased and recruitment is reduced to a minimum. A well paid consistent team of staff will take pride in their job and a pride in the buildings they clean.

Regular quality auditing is undertaken by the management team.



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**OCCUPATIONAL HEALTH, SAFETY
AND
SECURITY POLICY
OF
SPARKLE CLEANING CO (LONDON) LTD**

Signed: F. Parker

Dated: January 2020

Registered Office as above
Company House No. 2368767
V.A.T. No: 574272037

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INTRODUCTION

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities. Any neglect or infringement of the Health & Safety rules will be treated as a disciplinary matter.

The company will comply at all times with the Health & Safety at Work Act 1974.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out below.

The policy will be kept up to date, particularly as business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

RESPONSIBILITIES

Richard and M Josie Hamilton and senior staff are responsible for the Policy being carried out within the area.

Site Supervisors will implement and maintain the policy within their specific contract.

All employees have the responsibility to co-operate to achieve a healthy and safe workplace and to take responsible care of themselves and others.

Whenever an employee, Supervisor or Manager notices a health and safety problem which they are not able to put right, they must immediately inform the appropriate person. They may also inform the site safety or security officer. The sites are inspected by a supervisor on a weekly basis.



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TRAINING

All employees are given training appropriate to their responsibilities.

Each new cleaner will be taken through an induction meeting and advised of the Company's procedures and made aware of all Health & Safety matters.

If refresher training is required, this will be arranged.

Personal protective equipment will be issued in keeping with relative new site.

METHOD STATEMENT

On commencement of a new site it shall be the Supervisor's responsibility to ensure Risk Assessments are carried out on the site before the cleaner commences their duties i.e.: Manual Handling, Emptying Waste Bins and Cleaning Stairs. Any hazardous risks to our staff from client's areas will be notified immediately to clients. A check list is completed on each occasion with the cleaner being advised of the location of the fire exits and the first aid box. These Risk Assessments are reviewed annually with the cleaner of the respective site.

SECURITY & LONE WORKING

All staff where required must sign in on arrival and out on departure. Staffs working alone are to ensure the premises are secure during and on completion of operations. No person is to be given entrance to the property by cleaning staff.

All staff must ensure they have a mobile phone on their person at all times and on exiting the premises they are to inform their supervisor via text message that they have left the site.

If the supervisor has not heard from the cleaner at the latest 30 minutes after their shift has finished he will try to contact them by phone. If this is unsuccessful he will attend the site.

Staff workings within multiple buildings are to restrict themselves to their individual work areas. Any strangers seen within work areas are to be reported immediately to the Supervisor or security.

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ACCIDENT REPORTING & INVESTIGATION

All accidents, whether to person or property, must be reported to the supervisor or Manager immediately who will then report the incident. Accidents to employees will be recorded by the Head Office in the accident book.

If hospital treatment is necessary the Health & Safety coordinator will carry out an investigation if appropriate and report to RIDDOR (reporting of injuries, diseases & dangerous occurrences regulations)

Each Manager and Supervisor has a first aid box available in their respective company vehicles.

GENERAL FIRE AND SAFETY

All staff will be instructed on the relevant fire alert signals and the correct escape route and assembly point.

If a fire is seen, staff are to evacuate the premises and immediately report to security staff or the fire brigade by calling '999' according to the situation at the time.

EQUIPMENT

All electrical equipment is regularly PAT tested.

No equipment with a damaged lead is to be used. It is to be clearly labeled and reported to the Supervisor or Manager.

No client's access equipment is to be used before confirming a current safety certificate is in force.



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MANUAL HANDLING

To avoid hazardous manual handling operations, ensure two people lift cleaning machines (e.g. carpet machine, floor scrubbing machine) at one time to reduce the risk of injury.

Fill machines with water when electrical connection is unplugged. Ensure electrical connection is unplugged when emptying machines.

MATERIALS

All materials are of the highest quality and comply with the relevant COSHH regulations.

Materials are to be used in the correct dilution and used as directed by the Supervisor or Manager.

Clients shall provide adequate lockable storage space for safe keeping of the company's materials and machinery whilst kept on their premises.

Client COSHH data sheets will be located in the cleaner's cupboard.

RISK ASSESSMENTS

All premises are periodically inspected along with our cleaning checking procedures for any possibility of Health & Safety hazards. Clients will be notified if an area appears unsafe for our staff to carry out their duties.

STAFF WELFARE

Staff will have access to toilet/washing facilities on all sites.



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FIRST AID PROVISION

The location of the first aid box is advised to each employee during the induction procedure.

Where cleaning is carried out during office hours details of the site first aider will be provided.

If appropriate the cleaners will be given the number of the site security officer.

Each manager and supervisor will carry a first aid box in his Company vehicle.

STAFF CONSULTATION

A copy of the Company Health & Safety statement will be provided to each employee at the commencement of their employment. Following the annual review of the statement if there are any changes an updated copy will be provided for all staff.

All information regarding specific site rules will be conveyed to the staff member at the induction interview and indicated on the check list.

An annual review of the risk assessments for each site will be carried out by a supervisor with each cleaner and recorded accordingly.

An annual staff meeting will be held with managers and supervisors attending to discuss all Health & Safety matters.



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EMPLOYERS / CLIENTS DUTIES

Make the workplace safe and without risks to health.

Ensure plant and machinery are safe and that safe systems of work are set and followed.

Ensure articles and substances are moved, stored and used safely.

Give employees the information, instruction, training and supervision where necessary for their health and safety.

EMPLOYEES DUTIES

Take reasonable care for your own health and safety and that of others.

Co-operate with your employer on health and safety.

Use protective clothing and equipment where necessary.

Do not interfere with or misuse anything provided for your health, safety or welfare.



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ENVIRONMENTAL POLICY

Sparkle Cleaning Co (London) Ltd is committed in line with other leading organisations to provide products that help protect the environment and reduce pollution.

The summary of our policy is as follows:

- 1 To conserve the use of energy and raw materials.
- 2 To reduce waste as far as possible.
- 3 To use, as far as is practical, re-cycled products.
- 4 To improve the working environment.



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OTHER SERVICES PROVIDED BY SPARKLE CLEANING COMPANY LTD

- 1 Carpet cleaning (deep soil extraction/dry cleaning)
- 2 Upholstery cleaning including leather treatment
- 3 Small removals and rubbish disposal
- 4 Stainless steel cleaning
- 5 Kitchen deep hygiene cleaning to Public Health Authority standards
- 6 Venetian/louver blind cleaning
- 7 Lamp replacement and light and diffuser cleaning
- 8 Paint washing
- 9 Specialist floor preparation and maintenance
- 10 Internal and external marble/granite wall cladding cleaning
- 11 Entrance barrier mats and runners, vending area mats, anti-static mats
- 12 Cleaning of all metal products e.g. grill covers
- 13 Company flat cleaning and maintenance
- 14 Full janitorial supply service
- 15 Suppliers of beverages to clients requirements



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SECURITY

- 1 All staff are issued with ID cards
- 2 All staff are fully vetted and checked
- 3 All staff are legally allowed to work in the UK
- 4 All staff paid via On Line Banking system - no cash is ever on client's premises
- 5 All staff issued with Company protective clothing bearing Company name and logo

TRAINING

All staff undergo on and off site training

QUALITY CONTROL

- 1 All contracts visited by management team
- 2 Very frequent visits by directors and regional operations manager to all contracts
- 3 Quality monitoring undertaken on a continuous basis by supervisors and management team.

COMMUNICATIONS AND LIAISON

Regular liaison visits by supervisors and management

EMERGENCIES AND DISASTERS

Full list of all managers' home and mobile numbers provided.

