



QUALITY CARE CLEANING LTD

COMMERCIAL CLEANING SERVICES

**WELCOME TO THE QCC  
TEAM**



**QUALITY CARE CLEANING LTD**  
COMMERCIAL CLEANING SERVICES

**Our Company Values are important to us...**

## **HIGH STANDARDS**

Completing the job task list thoroughly , taking great pride in your work.

## **SAFE WORKING**

Adhering to health and safety policy , both looking after yourself and others around you.

## **CUSTOMER SERVICE**

Being polite, friendly & helpful at all times. You are also part of their team.

## **TEAMWORK**

At QCC we are one family, we work together to produce the best results.



## How do I know what is expected of me?

- **Today's Induction Presentation**
- **Staff Handbook (Available on our website)**
- **Code of Conduct ( Available on our website and within our handbook)**
- **Terms and conditions ( In your contract)**
- **Feedback from my line manager or head office**



## Who to contact?

- **Who is my line manager and how will I contact them?**
- **Why might I need to contact my line manager**
  - To discuss my role, working environment, if I am absent from work, if I need additional resources, if I have a problem whilst onsite etc
- **Other contact details**
  - Head office 01223 833300 or [www.qualitycarecleaning.co.uk](http://www.qualitycarecleaning.co.uk)





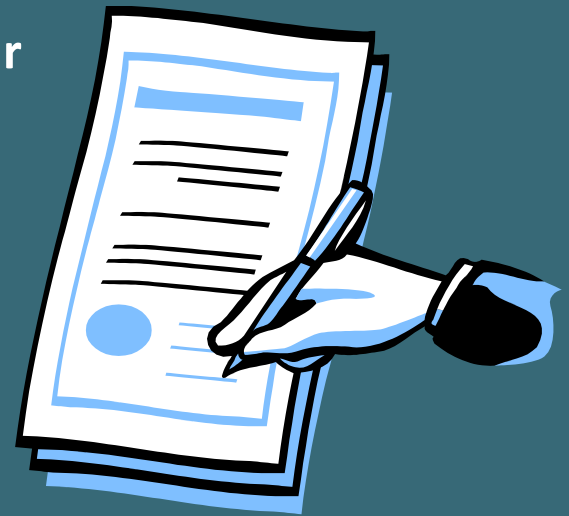
# Who's who at QCC?





# Contract of employment

- You will receive a copy of your contract of employment within two months of starting your job
- You must check, sign and return your contract within one month of the date on contract.
- Your contract will be subject to receipt of acceptable references and completion of your probationary period.
- Should your hours/ location of work change during your employment, you will receive an amendment to the contract.





## Working Hours & Pay

Your working hours will be.....?

Your rate of pay is.....£/ per hour?

- **Quality Care Cleaning pay weekly into your bank account.**  
(One week in arrears. Payment into your account will be received on Thursdays)
- **We will email your payslip weekly** (if you provide an email address).  
*For those without an email, payslips will be printed and sent by post four weekly.*



## Company Pension Eligibility

### You will not be auto enrolled if....

- You are under 21 years old – You will be auto enrolled on your 22<sup>nd</sup> birthday.
- You are already in a workplace pension – Please advise your line manager
- You don't meet the earnings level - £192.00 per week





## Pension Auto Enrollment

### Will you be part of the pension scheme?

Average weekly earnings (Gross)	Will I be auto enrolled?	Description	What does this mean?	What to do next?
Up to £109.00 p/week	X No	Entitled	You may choose to join the pension scheme and make payments into your pension. The Company will not make payments into your plan.	If you wish to join the pension scheme you must contact head for further advice.
£109.00 - £192.00 p/week	X No	Non Eligible	You may choose to join the pension scheme and make payments into your pension	If you wish to join the pension scheme you must contact head for further advice.
£192.00 > p/week	✓ Yes	Eligible	You will be automatically enrolled into the pension scheme. You will make payments into the scheme and the Company will also make contributions into your plan.	You will receive a letter confirming your pension plan number. If you wish to cancel your pension scheme "opt out", you must contact the Company Pension provider directly to advise them within one month of receipt of your plan number. For more information, see our website.



## Clocking In/ out

- ✓ You must clock IN and OUT of every shift.
- ✓ If you work multiple sites, you must clock IN and OUT at each site.
- ✓ You **MUST NOT** clock in/ out for anybody else.
- ✓ You must clock IN at the time you begin your duties and OUT when you finish your duties, not the time you arrive, or get changed etc





## Clocking in/ out?

- ✓ Should you have difficulties with the clocking system, you must contact your line manager immediately.
- ✓ Your WAGES are linked with the clocking times, if you don't clock in/ out properly, you may forfeit your pay.
- ✓ Your manager will advise of any mitigating circumstances where clocking is not required?





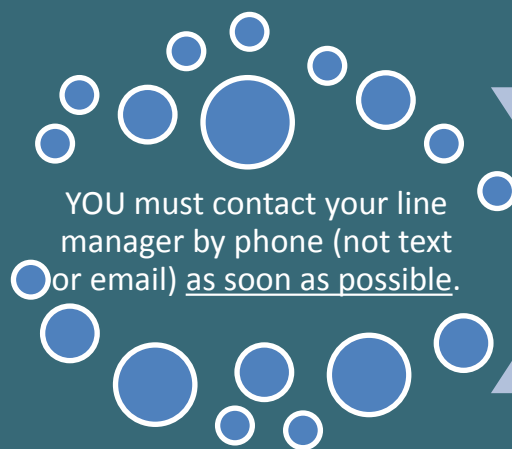
## How to clock in/ out?

- You must use the designated site phone to dial ISYS on
  - 0800 2851460 or
  - 0800 2851461
- Enter your unique payroll number (pin code)
- Select clocking in/ break or out





# Sickness/ Absence Reporting



The absence will be logged and monitored by head office

You will be asked to attend a return to work interview before you come back to work.

See the code of conduct and staff handbook for more information



## Appearance

To be clean, tidy and presentable at work.

## Uniform

- ✓ Provided by QCC - T shirt, polo shirt or tabard
- ✓ Trousers - You must wear black trousers (Presentable black jeans are permitted)
- ✓ Shorts – Must be black, tailored & below the knee. (Not permitted in laboratory environments)
- ✓ Shoe wear – Must be clean & presentable, dark coloured (Navy, brown or black), no high heels, no open toe shoes/ sandals.



## Behaviour

WHEN YOU ARE IN A  
QUALITY CARE  
CLEANING UNIFORM...



YOU ARE REPRESENTING  
QUALITY CARE  
CLEANING

WHEN YOU SET FOOT ON A  
CLIENT'S SITE....



YOU ARE REPRESENTING  
QUALITY CARE  
CLEANING

**PLEASE BEHAVE ACCORDINGLY**

( See the Code of Conduct for more information)



## Quality Standards

We check the cleaning standards at every site by carrying out inspections



- ✓ Inspections of your work will be carried out periodically.
- ✓ We will discuss our findings and provide the relevant feedback/guidance and training to ensure you know you're on the right track.





## Requesting Holiday

### Request

Phone or email head office only to request any holiday you wish to take.

admin@qualitycarecleaning.co.uk  
or telephone the head office on  
01223833300

### Consideration

Once the request has been received at head office your request will be passed on to the operations team to be considered.

### Authorisation

Wait for your authorisation reference (You CANNOT take your holiday without it!). This will be via email, telephone, text. If you have not received your response after 7 days, please contact head office.

- This process is in place to enable the management of staff absence and works on a first-come-first-served basis.
- You **cannot assume your request to be accepted until you have received your reference number**, please do not book/confirm your travel arrangements until you are certain that your holiday has been approved and authorised.



## Access to QCC Information

- Specific staff website log in
- Access to the following;
  - Health and Safety Manual/  
Policy
  - Company Handbook
  - Code of Conduct
  - Quarterly Company Newsletter
  - Job adverts
  - Access to email enquiry/  
contact information
  - Holiday request area

### How to log in

1. Go to [www.qualitycarecleaning.co.uk](http://www.qualitycarecleaning.co.uk)
2. Click on “Click to log in” tab in top right hand corner.
3. Type username: qualitycare
4. Type password: copleyhill



QUALITY CARE CLEANING LTD  
COMMERCIAL CLEANING SERVICES

## SECURITY/ KEYS/ CONFIDENTIALITY

- ✓ How will you access the workplace? *i.e* Keys, badge, ANPR, fob etc
- ✓ Opening up/ locking up/ signing in procedure?
- ✓ Keeping your keys/ badge etc safe.
- ✓ Confidentiality
- ✓ No other access to anyone other than you or Quality Care Cleaning Management.





## Welfare Facilities

- Toilets/ hand washing/ drinking water facilities are available?
- Are you entitled to a break?
- Where can you take your break? i.e canteen area, smoking shelters etc
- Smoking policy
  - Smoking breaks?
  - Site policy?
  - Vehicles?





QUALITY CARE CLEANING LTD  
COMMERCIAL CLEANING SERVICES

**Site specific  
information?**