



## Quality Care Cleaning Ltd Corporate Social Responsibility

Our Corporate Social Responsibility (CSR) Policy describes our company's commitment to ethical practices, environmental protection, and community support. It outlines our efforts to give back, ensuring compliance with laws, promoting human rights, and proactively supporting community initiatives, environmental conservation, and educational programs.

### Our Company mission statement and goals

***"To be the leading provider of Commercial Cleaning Services within a 30-mile radius of Cambridge. Conducting our business with integrity, attention to detail and accountability to achieve consistently high cleaning & service standards, which are carried out safely, efficiently and effectively, with a minimal impact on the environment".***

#### Our Company values

- Honesty, integrity, respect, kindness, accountability and professionalism
- Family, friendship & enjoying life
- Hard work, dedication, achievement & progression
- Making every effort to consider our actions & the effect on others, the environment & ourselves.

#### Our Company goals

- To honour all promises and commitments
- To deliver consistent results so we are welcomed back
- To continually review and innovate to improve our services
- To promote a respectful and supportive working environment, fighting for better treatment and benefits for staff working in the cleaning and service industry.

### Policy brief & purpose

Our Corporate Social Responsibility (CSR) company policy refers to our responsibility toward our environment. Our company's existence is not lonely, it is part of a bigger system of people, values, other organizations and nature. The social responsibility of our business is to give back to the world just as it gives to us.

### Scope

This policy applies to our company, and we look to work with suppliers and customers who share this ethos.

### Policy elements

We want to be a responsible business that meets the highest standards of ethics and professionalism. Our company's social responsibility falls under two categories: **compliance** and **proactiveness**. Compliance refers to our company's commitment to legality and willingness to observe community values. Proactiveness is every initiative to promote human rights, help communities and protect our natural environment.





## 1) Compliance

### Legality

Our company will:

- Respect the law
- Honor its internal policies
- Ensure that all its business operations are legitimate
- Keep every partnership and collaboration open and transparent

### Business ethics

We'll always conduct business with integrity and respect to human rights. We'll promote:

- Safety and fair dealing
- Respect and kindness towards our colleagues, customers and those we work with.
- Anti-bribery and anti-corruption practices
- Better pay, benefits and working environments for those working in service level roles.

### Protecting the environment

Our company recognises the need to protect the natural environment. Keeping our environment clean and unpolluted is a benefit to all. QCC has in place a detailed and robust Environmental and Sustainability policy and action plan, which serves to address the urgent need to protect the environment that we live and work in.

### Protecting people

We'll ensure that we:

- Don't risk the health and safety of our employees and community.
- Avoid harming the lives of local and indigenous people.
- Support diversity and inclusion.
- Treat people with kindness and respect

### Human rights

Our company is dedicated to protecting human rights. We are a committed equal opportunity employer and will abide by all fair labour practices. We'll ensure that our activities do not directly or indirectly violate human rights in any country (e.g. forced labour).

## 2) Proactiveness

### Donations and aid

Our company may preserve a budget to make monetary donations. These donations will aim to:

- Advance the arts, education and community events.
- Alleviate those in need
- Support improved environmental practises





## Volunteering

Our company will encourage its employees to volunteer. They can volunteer through programs organised internally or externally. Our company may sponsor and/ or participate in volunteering events from other organisations.

## Preserving the environment

Apart from legal obligations, our Company will proactively protect the environment. Examples of relevant activities include:

- Recycling
- Conserving energy
- Organising reforestation excursions
- Using environmentally-friendly technologies

## Supporting the community

Our company may initiate and support community investment and educational programs. For example, it may begin partnerships with vendors for constructing or maintaining public buildings. It can provide support to nonprofit organisations or movements to promote cultural and economic development of global and local communities.

## Learning

We will actively invest in R&D. We will be open to suggestions and listen carefully to ideas. Our company will try to continuously improve the way it operates.

Management must communicate this policy on all levels. Managers are also responsible for resolving any CSR issues

All employees of Quality Care Cleaning Ltd will have access to this policy on our staff website portal, and its principles will be included in all induction training.

Signed:

Date: 01.04.2025



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Joanna Goode, Managing Director & Owner

Next review due: April 2026

