



WELCOME TO QCC

COMPANY INDUCTION TRAINING

Quality Care Cleaning Ltd
Copley Hill Business Park
Cambridge Road
Babraham, Cambridge, CB22 3GN





MISSION STATEMENT

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.

Conducting our business with

“People, Planet & Profit”

as our consideration, and in that order.

OUR VALUES

Honesty, integrity, respect, accountability and professionalism

Hard work, dedication, achievement & progression

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

OUR GOALS





WHAT DO WE EXPECT?

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





WHAT IS EXPECTED OF YOU?

- Regular feedback & guidance from my line manager, supervisor or head office team
- Today's Induction Presentation
- Staff Handbook & Code of Conduct (Available on our website)
- Terms and conditions (In your contract)





LINE MANAGER

WHY MIGHT I NEED TO CONTACT MY LINE MANAGER

- To discuss my role or 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

www.qualitycarecleaning.co.uk





CONTRACT OF EMPLOYMENT

CONTRACT OF EMPLOYMENT

You will receive a copy of your contract of employment shortly (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, screening and completion of your probationary period

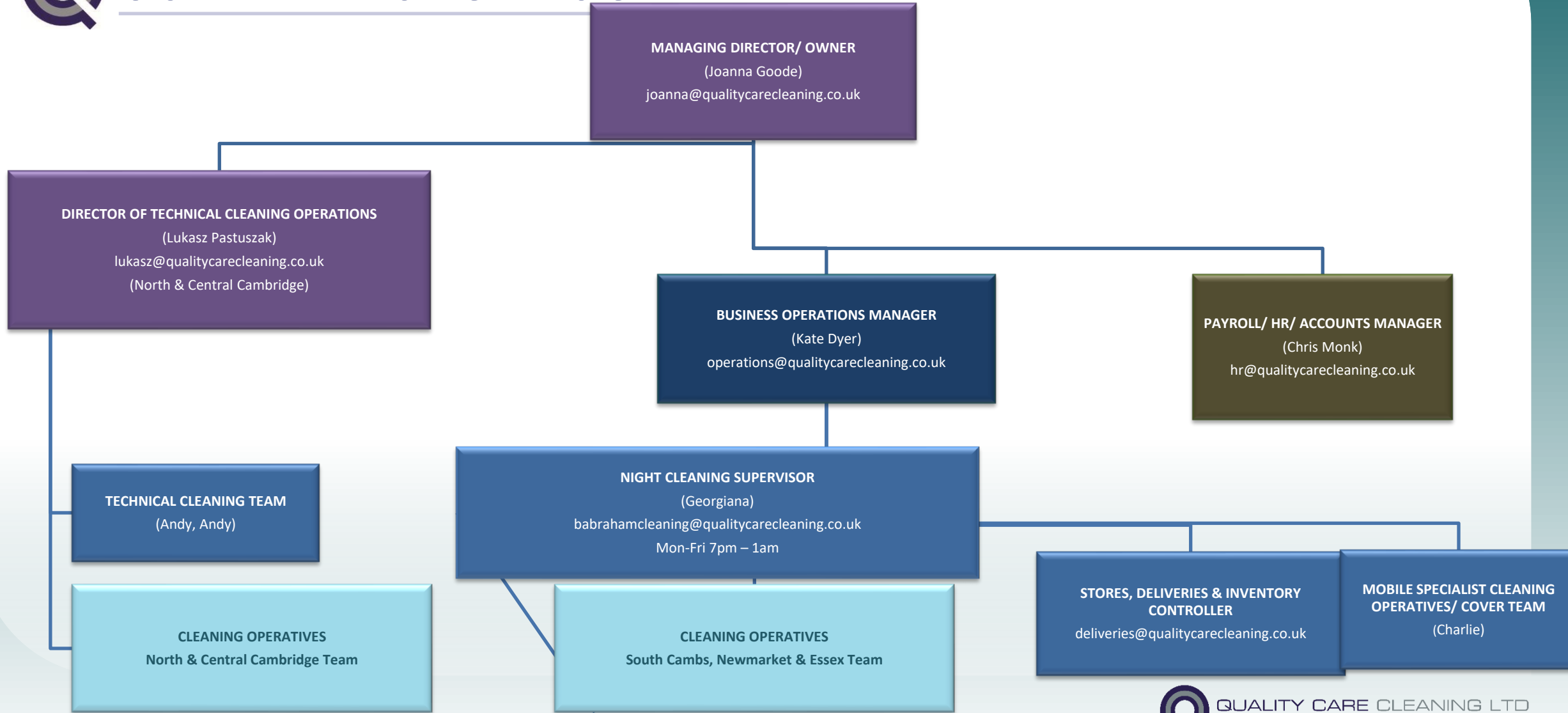
Please make sure you are familiar with the terms you are signing for *i.e Notice periods, third party pressure*

Should your hours/ location of work change during your employment, you will receive an amendment to the contract





COMPANY ORGANOGRAM





PAY & PENSION ELIGIBILITY

PAY

WEEKLY PAY (THURSDAYS)

Quality Care Cleaning pay weekly into your bank account.

(One week in arrears. Payment into your account will be received on Thursdays)

WEEKLY PAYS LIP (TUESDAYS)

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.

PENSION ELIGIBILITY

You will not be auto enrolled if....

You are under 21 years old – You will be auto enrolled on your 22nd 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.





WORK SCHEDULES & TIME

QCC works hard to ensure you are given adequate time to carry out your work to the high standard both our customers and QCC expects, on this basis:

- ✓ You must complete your full shift hours at the time stated, as per contract, failure to do so will result in disciplinary action.
- ✓ Please remember our clients are paying for your time, and often have access to check this is fulfilled.
- ✓ Your working hours begin at the time you begin your duties and finish when you finish your duties, (not the time you arrive, or get changed etc)
- ✓ If you are working in excess of 6 hours you are required to take a break.
- ✓ Failure to declare receipt of money for hours which you have not fulfilled is considered fraudulent and may result in dismissal. All monies overpaid will be reclaimed by QCC.

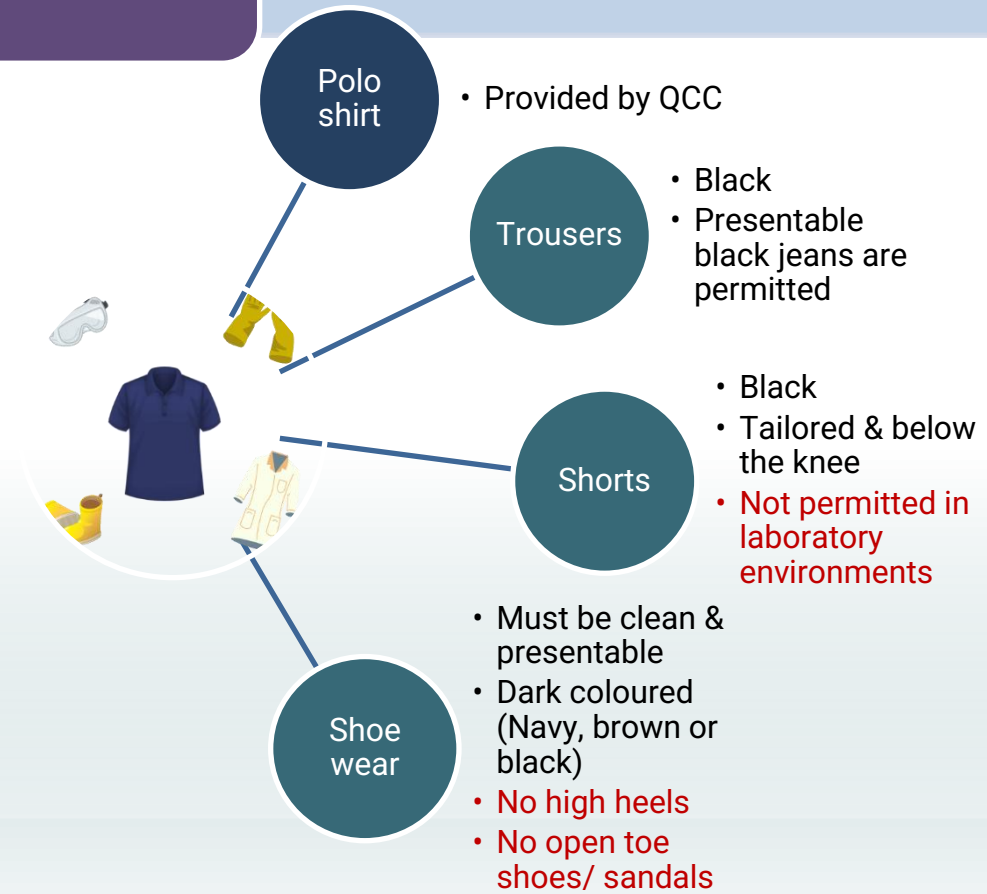




EXPECTED APPEARANCE

APPEARANCE

To be clean, tidy and presentable at work





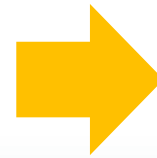
QUALITY STANDARDS



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 ;-)





SICKNESS/ ABSENCE REPORTING



As a guideline we ask that you give us, as a minimum the following notice;

When does your shift usually start?	When you should have contacted your line manager	Other notes
Monday to Friday between 9am – 5pm	No later than 3 hours before your shift start	If you are taken ill on your way to work, you must contact your line manager and/ or the emergency Company number as soon as you can.
Monday to Friday between 5pm – 2am	No later than 3 hours prior your work shift starts and no later than 10pm	If you are taken ill on your way to work, you must contact your line manager and/ or the emergency Company number as soon as you can.
Monday to Friday between 2am – 9am	No later than 10pm the evening before	If you are taken ill on your way to work, you must contact your line manager and/ or the emergency Company number as soon as you can.

You can find more information about our “Sickness procedure” in our staff handbook



MANAGING ABSENCE

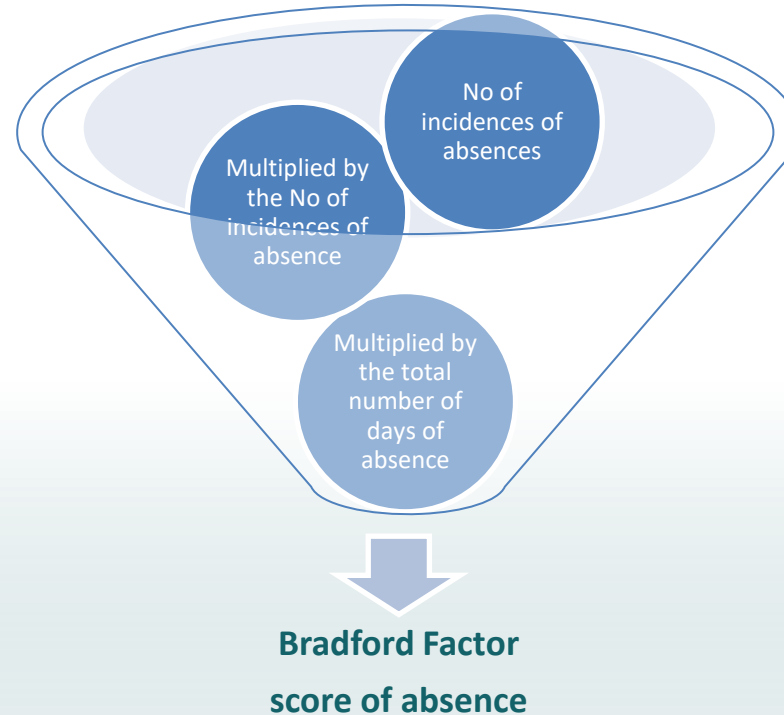
It is important that we monitor and understand the reasons for absence, thus identifying any additional hazards and or risk to health which might be as a result of work.

As a Service provider, we must manage absence levels appropriately to maintain the operational continuity, efficiency and delivery of our service

The Company uses the “Bradford Factor”

A measurement tool used to highlight patterns of employee absence, particularly frequent short-term absences, which are often more disruptive to operations than longer continuous absences.

It converts sickness absence into a single score, making it easier for the Company to more effectively manage and take action where necessary.



Bradford score	What it may indicate
0-49	Low concern
50-100	May warrant informal monitoring – we may arrange an informal meeting to discuss your absences.
101-300	May prompt a formal HR review – we may arrange a more formal meeting to discuss your absence
301+	High concern, often used in disciplinary triggers

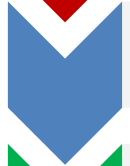




PLANNING YOUR HOLIDAY



All holiday is based on a **first come, first served basis!**



You may request your annual leave one year prior to the date required i.e. in Jan 2026 you can request Jan 2025



Amendments or cancellation of **annual leave** following approval confirmation will only be permitted at management discretion



You must follow the “**Request - Consideration – Approval**” process. You cannot assume your request to be accepted until you have received your email confirmation and holiday summary. **DO NOT MAKE TRAVEL ARRANGEMENTS UNTIL YOU HAVE RECEIVED THIS!**



QCC **holiday year** runs from April to March each year



QCC requires all staff to **evenly spread** their holiday throughout the year to ensure they can;

- Take adequate **rest breaks**
- To allow QCC to manage the **cover capacity** to ensure client' **service** remains **uninterrupted**





PLANNING YOUR HOLIDAY

REQUEST - CONSIDERATION – APPROVAL PROCESS

REQUEST

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

support@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 EMAIL (You CANNOT take your holiday without it!). This will be via email, 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 email confirmation and holiday summary**, please do not book/ confirm your travel arrangements until you are certain that your holiday has been approved and authorised.





EQUALITY, DIVERSITY AND DIGNITY

Discrimination in any form is not accepted and is taken very seriously. For example; race, sex, age, disability, ethnicity, religion, sexual orientation, marital status, political opinion
This list is not exhaustive

Quality Care Cleaning is an equal opportunities employer

QCC only wants the very best people...skilled, dedicated, honest, loyal and ready to roll their sleeves up!

Report any suspected discriminatory behaviour

As an employee of QCC you are required to cooperate with equal opportunity

Do not victimise anyone

Do not abuse, harass or intimidate others

Do not dissuade employees, customers or suppliers to work alongside QCC





SEXUAL HARASSMENT AT WORK

The law (Equality Act 2010) protects the following people against sexual harassment at work:

- employees and workers
- contractors and self-employed people hired to personally do the work
- Job applicants

What constitutes sexual harassment?

- 1) The harassment must be of a sexual nature
- 2) The unwanted behaviour must have either;
 - *violated someone's dignity*
 - *created an intimidating, hostile, degrading, humiliating or offensive environment for someone.*

NB: It can still be sexual harassment if the behaviour:

- has one of these effects, even if it was not intended
- intended to have one of these effects even, if it did not have that effect

“Sexual harassment is unwanted behaviour of a sexual nature”

Quality Care Cleaning confirms that;

- we **will not** tolerate sexual harassment
- complaints will be **taken seriously** and will not be ignored
- this **policy applies to everyone** in the organisation, regardless of role or status

QCC has a “**ZERO TOLERANCE**” approach to Sexual Harassment





SEXUAL HARASSMENT AT WORK

WHAT COUNTS AS A CONDUCT OF 'A SEXUAL NATURE'

sexual comments or jokes

displaying sexually graphic pictures, posters or photographs

suggestive looks, staring or leering

propositions and sexual advances

making promises in return for sexual favours

sexual gestures

intrusive questions about a person's private or sex life or a person discussing their own sex life

sexual posts or contact on social media

spreading sexual rumours about a person

sending sexually explicit emails or text messages

unwelcome touching, hugging, massaging or kissing





SEXUAL HARASSMENT AT WORK

LINE OF REPORTING SEXUAL HARASSMENT



Please ensure to save these contact details in your phone!





ACCESS TO QCC INFORMATION

Specific staff website log in

Health and Safety Manual/
Policy

Company Handbook

Code of Conduct

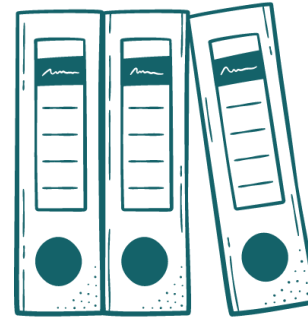
Quarterly Company
Newsletter

Job adverts

Access to email enquiry/
contact information

Holiday request area

A site file is
located in each
building
cleaning
cupboard



QR code for the
digital site file
is located in
each building
cleaning
cupboard

WEBSITE LOGIN DETAILS

1. www.qualitycarecleaning.co.uk
2. Click on “**log in**” tab in top right-hand corner of home page
3. Type username: **qualitycare**
4. Type password: **Copleyhill22!**
5. These details must not be shared with any person outside of Quality Care Cleaning Ltd





SECURITY, KEYS & CONFIDENTIALITY



How will you **access** the workplace? *i.e.* Keys, badge, ANPR, fob etc.



CCTV/ Onsite Security – Smile you are on camera! *If you need assistance, reporting unusual activity, keeping personal belongings safe, working in a secure building*



Opening up/ locking up/ signing in procedure



Confidentiality - *As part of your T & C's you are signing a confidentiality agreement*



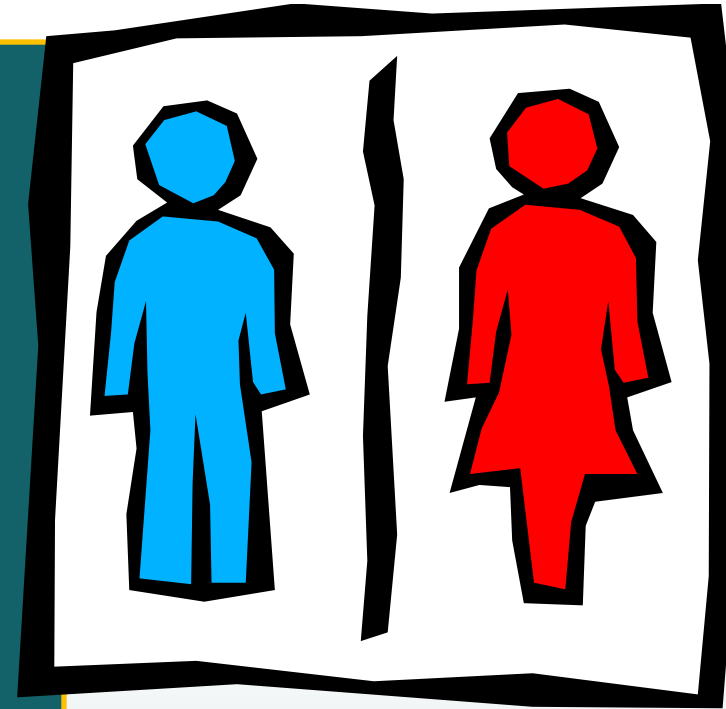
No other access to anyone other than you or Quality Care Cleaning Management





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?
- Site policies
 - speed limits
 - parking,
 - mobile phone use,
 - earphones





Site specific information?



SEXUAL HARASSMENT AT WORK



Thank you for your attention!
Please feel free to ask any questions!

