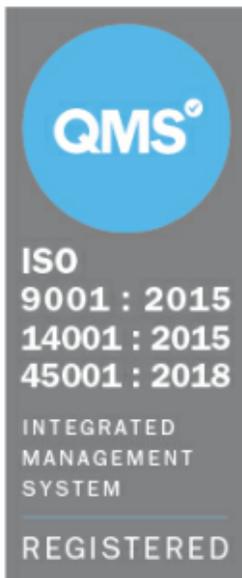




## What are the benefits of partnering with Passmore Cleaning Company?

As a cleaning service provider we understand that clients looking to contract out their cleaning have certain minimum and advantageous requirements and expectations from prospective cleaning contractors. Following is a short summary of operational, staffing and environmental practices that Passmore Cleaning believe will be useful to know about our company.

1. ISO Registered
2. Commitment to our Clients
3. Staff Welfare and Training
4. Environmental Practices



### ISO Registered

Our company is regularly audited so we improve and maintain international standards for the following:

1. **ISO 9001 : 2015** - Quality Management Systems - The primary focus is to meet customer requirements and to strive to exceed customer expectations.
2. **ISO 14001 : 2015** - Environmental Management - Sets out the requirements to improve the management of our environmental impact through more efficient use of resources and reduction of waste.
3. **ISO 45001 : 2018** - Health and Safety Management - Ensures fulfillment of legal requirements, continual improvements and achievement of H&S objectives



## Our Commitment to our Clients

- 1. Feedback Driven** - We will always give 100% to make sure you are happy with our cleaning services. With friendly, open and regular communication, we always check in with our clients and ask for any feedback, good and bad. So, if we have missed something then we will put it right straight away, no quibbling or quarrels. We want you to feel comfortable with talking to us and confident you are in good hands.
- 2. Quality Control Checks** - As well as daily checks performed by our team, throughout the year our client's sites are routinely visited by upper management to ensure the job is being kept to our expected high standard. The quality of cleaning is recorded and any underperformance we find, no matter how minor, will be adjusted immediately.
- 3. Tailored Cleaning Contract** - We create site-specific cleaning schedules for all clients based on their requests, business needs and expectations. This ensures consistency and can be reviewed and adjusted at any time. The schedule is also shared digitally with the contracted cleaners and is immediately accessible to them.
- 4. COSHH Compliant** - Our company follows the legal H&S guidelines and measures required when working in the commercial cleaning industry. Our strict COSHH practices are regularly reviewed and all staff are trained in a variety of H&S courses to prepare and educate them in H&S law.
- 5. Reliable, Local and Friendly Team** - Our team is always on-hand and willing to help. With offices in the heart of Falmouth - we respond to any requests with proactiveness should you need to contact us or need emergency assistance.
- 6. CHAS and SMAS Registered** - SMAS Worksafe is a leadingSSIP member scheme providing trusted health and safety accreditation to businesses across the UK. CHAS helps clients (buyers) and contractors (suppliers) ensure compliance across the different areas of risk management, and mitigate risks across the supply chain.



## Our Staff Welfare and Training

- 1. Accredited Living Wage Employer** - As the cost of living goes up - so do our staff's wages. We are committed to paying our staff a decent rate. The real Living Wage is the only UK wage rate that is voluntarily paid by almost 9,000 UK businesses who believe their staff deserve a wage which meets everyday needs.
- 2. BUPA Employee Assistance Programme** - Each staff member has free access to BUPA's Healthy Minds service. A confidential chat service that offers both emotional support and practical living information 24hrs a day.
- 3. Qualified in Health and Safety Courses** - To best equip our staff with the tools and knowledge needed to perform their job as safely as possible, each staff member is assigned mandatory courses. On completion of these everyone is awarded £40 and gains qualifications. On top of this a wide variety of courses are available (free of charge) for any member of staff who wish to broaden and build upon their education and qualifications.
- 4. Comprehensive support when on-site** - When onsite, our team has immediate access to specific cleaning schedules, site-files and health and safety documentation. This has had great feedback from the staff and means they can easily access anything that is either slipped their mind or covering an unknown site.
- 5. Regular Check-in calls** - Additionally to formal probation reviews and annual reviews we personally call our staff on a regular basis to make sure they are happy with their current work. It is good for communication and to gauge the mental state of our employees.
- 6. Work/Company Feedback** - Our management team are approachable and create an environment where feedback on both management and day to day operations is encouraged. This gives our employees a voice and lets them know their opinions and ideas are taken seriously.



## Our Environmental Practices

As a company we are active in both awareness and how we can continually improve our impact on the environment. Following are a few examples of what we are currently doing and also, future plans.

- 1. ISO 14001 Certified** - an internationally agreed standard that sets out the requirements for an environmental management system. It helps us to improve our environmental impact through more efficient use of resources and reduction of waste. We are audited regularly and are continually improving our operations.
- 2. Jangro Enviro Range Cleaning Products** - The main benefit is dramatically reducing single use plastic products. 1litre concentrate = 100 bottles which are refillable. The Enviro range of chemicals has been formulated to ensure the impact is kept to an absolute minimum and has been designed to comply with all current European Regulations concerning biodegradability and the preservation of the environment.

There are various schemes used in Europe to determine environmental impact but none takes account of all of the relevant factors. For this reason, a unique system has been devised for assessing the overall environmental impact of a product taking into account the formulation, manufacture, use and disposal of the product. This scheme is called the 'Wright Environmental Impact Rating' (W.E.I.R). The main cleaning products we use do have this certification.

Furthermore, we have cut our use of bleach to an absolute minimum but have been unable to completely get rid of it. We are actively researching an alternative. Furthermore, if you wish for bleach not to be used on your contract we won't use it.



- 3. Environmental Specific Training** - As well as daily cleaning training and practices, our staff are qualified in a comprehensive 'Environmental Awareness For Employees' training course which is included in mandatory training. This includes:

  - a. Awareness and management Environmental aspects and impacts
  - b. Air - including the 'greenhouse' effect and pollution
  - c. Water - including resources and pollution
  - d. Land - including pollution, landfill and waste
  - e. Controlling environmental impacts, including energy efficiency and water conservation
  - f. Additional environmental considerations
  
- 4. Environmentally Conscious Cleaning Practices and Methods** - In one to one training we highlight to our staff about being conscious about the ways they clean - including but not limited to:

  - a. Use of micro-fibre COSHH coded cloths - all cloths are washed and reused drastically reducing single use products that are often found in the cleaning industry.
  - b. Use of water/products (keep it to a necessary amount - no excessive use)
  - c. Use of bin liners (Not to replace a liner unless absolutely necessary - transfer the waste to a single bag instead.)
  - d. Bleach is not to be used without permission from management
  - e. All staff aware of why the Jangro products are important
  
- 5. Company Vehicles** - It is policy for our company van to be driven on ECO mode at all times. In the future we will be looking into an electric fleet when the cost is achievable for the company.
  
- 6. 71% of our cleaning team are non-drivers** and use either public transport or walk to work. We actively encourage car sharing and cycling to work. Furthermore, we actively employ locally to our contracts locations to reduce travel time significantly.
  
- 7. Paperless Operations** - Our company has been operating using digital solutions since Passmore Cleaning started. Using digital quotes, payments, secure cloud-based systems to communicate cleaning standards and site information to staff and customers.



**8. Office Recycling** - As and when recycling is produced in the office, we have dry recycling which is picked up by Biffa.

If you have any questions or would like more information on our services, practices, accreditations or operational procedures, please do not hesitate to contact us on [sharonpassmore@passmorecleaning.co.uk](mailto:sharonpassmore@passmorecleaning.co.uk) or call 01326 761430.