

Follow our code and you will succeed in our
business.



CAPITOL'S STAFF HANDBOOK



OUR COMPANY VALUES

In this staff hand book you can find outlined versions of our:

- *Company Values*
- *Quality Policy*
- *Our company's History*
- *Our company's Mission*
- *Our dress codes and appearances*
- *Information on personal hygiene*
- *How to present/conduct yourself*
- *Our environmental commitments policies and procedures*

An outline of:

- *Sickness*
- *Unauthorised absence*
- *Drugs and Alcohol Policy*
- *Racial and Sexual discrimination*
- *Lack of communication*
- *Misconduct steps*
- *Disciplinary steps*

Staff Handbook Reference number - SH101

Updated July 2020

OUR COMPANY VALUES

We give a:

Friendly, reliable and professional service

We always:

Work closely with clients and build long lasting relationships

We will:

Give **excellent** customer service to everyone

Our team

Carry out work to the very highest standards

We believe in:

Unity and equality within our business

We can:

Give everyone a chance

Always:

Welcome, reward and take on board good feedback or suggestions put to us by staff and customers

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OUR HISTORY AND MISSION

Our history:

Capitol was established in 2005 by Lance Edwards. Lance had a desire to build his own company around the cleaning industry that he had worked in for many years. Armed with a wealth of knowledge Capitol was born. By 2009 Capitol had grown to employ over 50 staff and were providing a service to clients nationwide.

Whilst the company has grown, Capitol will always remain a family owned business at heart with the same core values as when it was started in 2005.

Our Mission:

Capitol will continue to offer the best service in the industry and maintain its "friendly, reliable and professional service" with "hassle-free and smooth running" contracts.

We aim to continue to improve the business year on year, keeping our systems, products and procedures up to date. We also aim to continue to grow our commercial cleaning clientele and move into the public sector offering services to local councils.

We hope to always better working conditions for our staff and improve relationships with our team, because here at Capitol we are strong believers that when we look after our staff our staff look after our customers.

OUR TEAMS APPEARANCE

Full time staff:

Uniform is expected and is mandatory to be worn at all times whilst you are on site in our clients/customers premises working on behalf of us unless otherwise told or instructed by a senior member of the Capitol team.

Part time staff

1-3 hour per day staff can be excluded from this rule on the grounds that you may be carrying out jobs for various companies but are welcome to ask for a uniform to wear if you would prefer too. Any staff working over 3 hours per day, uniform is expected and is mandatory to be worn at all times.

Wearing our uniform

Company uniform **must** be kept clean, tidy and smart at all times. When you wear our company uniform you are representing our brand and company, a company with an excellent reputation with staff and customers. Wear it with pride and be proud to be a member of a family owned business with such a good reputation. It is our team members like you that has helped us build up a great company image.

Personal hygiene:

Our team are expected to maintain a high standard of cleanliness including personal hygiene/body odours. Whilst this is a sensitive subject we must ensure the work environment is pleasant for everyone.

All of our team are expected to be:

- **Polite** - Showing behaviour that is respectful and considerate of other people.
- **Friendly**- Be someone that has the characteristics of a friend, such as being kind and helpful. Show friendly gesture's such as smiling, waving and saying hello.
- **Professional** - working and behaving in such a way that others think of you as competent, reliable and respectful
- **Helpful** - Be someone that provides assistance or aid. When you give good and useful advice, this is an example of being helpful.
- **Knowledgable** - Give facts and information, of the skills acquired through experience or education
- **Workmanship** - A high level of skill, pride and standard in which our services are carried out

Drugs and Alcohol:

Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol in the work place will result in instant dismissal

Racial and sexual discrimination:

Racial and sexual discrimination is any discrimination against individuals on the basis of their skin colour, racial ethnic origin or gender. Any discrimination made to anyone racially or sexually will result in instant dismissal

Unauthorised absence (AWOL):

Unauthorised absence will occur when an employee fails to attend work without either the absence being authorised or the absence being in-genuine sickness or not turning up to work without informing your manager. This may result in a disciplinary or dismissal

Deliberately avoiding Communication:

Deliberately avoiding communication with your manager or other senior members of the team is unacceptable and can have a negative impact on the business. Failure to report health and safety issues, security matters or your own absence from work can cause serious problems for us and our clients. For this reason we have introduced the communication policy and failure to abide by this may result in disciplinary or dismissal

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Quality Policy

Capitol operates a Quality Management System through its company to ensure that the required levels of standards are being met. Capitol implement and ensures that all employee's understand the procedures in place under the terms of the quality assurance policy and have the resources available to manage quality control.

Capitol convey throughout the company the importance of meeting and maintaining the requirements of our customers ensuring their needs and expectations are met.

Capitol will carry out regular reviews of the quality policy handbook and will continue to better it's quality control.

Sickness

In the event that you need take sickness leave you must either call or text your manager immediately so that we can arrange cover for you. You should aim to inform us the night before you are due to attend work, however, we understand in some cases you may not be able to inform us until the morning.

If you are going to be off for extended periods of time or require statutory sick pay you must provide a doctors note and keep in touch with your manager every time your doctors note expires so we can keep in the loop of your work situation.

Misconduct steps

1. We will discuss the matter with you and try to resolve it
2. We will offer you support and encourage you to improve
3. If no improvement is made, a verbal warning will be given
4. Three written warnings will be given
5. Followed by a Disciplinary

Disciplinary steps

1. We will get an initial understanding
2. Investigate thoroughly
3. Invite the employee to a disciplinary meeting
4. Conduct the disciplinary meeting
5. Decide on action to take
6. Confirm the outcome in writing
7. You will have the right to appeal

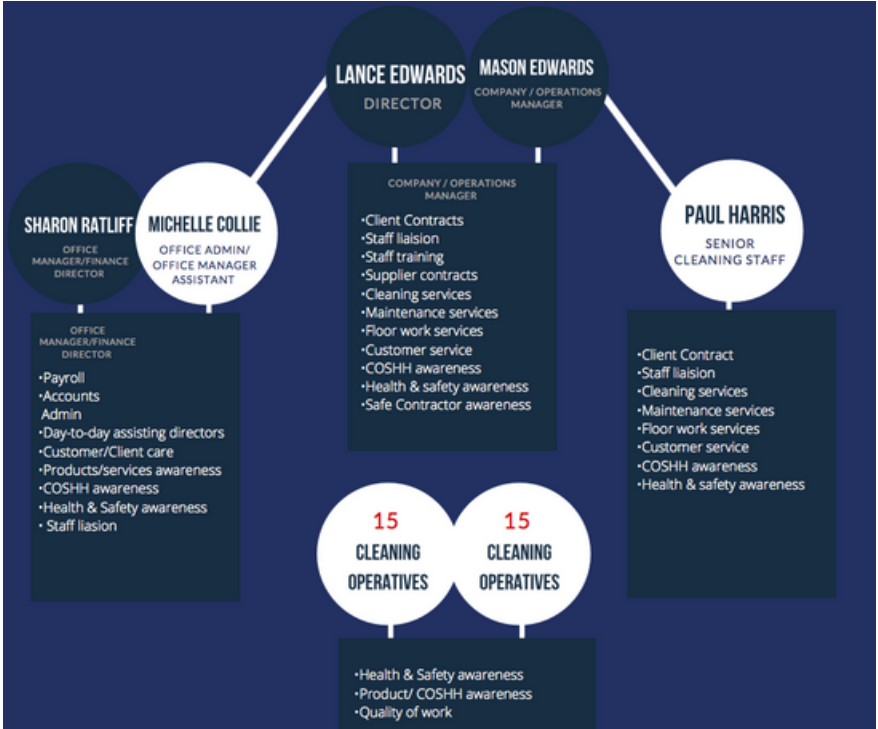
What could lead to these steps

- Bullying
- Harrasment
- Refusing to do work
- Unauthorised Absence
- Being obnoxious or rude to staff or customers
- Drug or alcohol use

What could lead to instant dismissal (gross misconduct) whilst we investigate.

- Making fraudulent expenses or overtime claims
- Physical Violence
- Serious lack of care to duties or other people
- Serious insubordination
- Theft from us, a customer or a colleague
- Unlawfully obtaining or disclosing commercial data
- Falsifying accounts, time-recording forms or self-certification forms.

MANAGEMENT AND "WHO DOES WHAT"

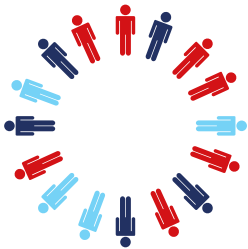


Be on time to work



- ✓ ——— **Follow your cleaning specification**
- ——— **in full and never miss anything**
- ———

Always spend your full allocated time on site and if you finish your normal duties early do some extra work



Treat others the way you would like them to treat you

Keep your equipment clean and your storage area tidy



Be friendly, reliable and professional to our clients and customers

KEEPING IN CONTACT



Office: 01992 560 955



*Office: enquiries@capitolhygiene.co.uk
Lance: lance.edwards@capitolhygiene.co.uk
Mason: mason@capitolhygiene.co.uk*



*Lance: 07710 562 367
Mason: 07885 881 235
Sharon: 07516 936 291*



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Mason: 07885 881 235
Sharon: 07516 936 291*



**Capitol Cleaning & Support Services
Unit 15 Woodside Trading Estate,
Thornwood Common,
Epping, Essex,
CM16 6LJ**

ENVIRONMENTAL SECTION

IN THIS SECTION YOU WILL FIND

- *The scope of our environmental policy*
- *Tips and information on how to be more eco friendly*
- *Advice on using eco and non eco friendly products*
- *Disposal of products*
- *How we process recycling and waste*
- *What the environmental agency expect from us*
- *Waste carrier information and duty of care*

Capitol will:

- Use environmentally friendly products where practical and able to do so.
- Ensure our buildings use natural and or eco-friendly energy where possible.
- Ensure our company vehicles comply with UK law to reduce carbon emissions and comply with Ultra Low Emission Zones when necessary.
- Encourage the use of energy saving and environmentally positive procedures throughout our company.
- Ensure environmental legislation is complied with.
- Continue to monitor our environmental impact such as carbon footprint, use of products and chemicals and systems and procedures.

Eco-friendly products

- Always carry chemical COSHH information and COSHH assessments.
- Always carry safety data sheets
- Ensure you know how to correctly dispose of chemicals before using them.
- Ensure you have the correct PPE to use the products

Non Eco Friendly Products

- Always carry chemical COSHH information and COSHH assessments.
- Always carry safety data sheets
- Ensure you know how to correctly dispose of chemicals before using them.
- Ensure you have the correct PPE to use the products
- Fill in a COSHH assessment for hazardous chemicals if you do not have one.
- Ensure you have been trained in the use of the chemicals

Disposal of products

All chemicals that we use will have a chemical COSHH assessment which will state how to correctly dispose of the products. Ensure you read through the assessments for each product as the disposal will differ in most cases.

How we process waste and recycling

Capitol use third party companies to collect waste from our customers sites and our office premises. Each third party company provides us with a waste transfer note or duty of care certificate as proof that all waste is being disposed of correctly and in line with Government law.

Where Capitol collect waste from custoer sites we provide a waste transfer note or duty of care certificate which is proof for our customers that we are correctly disposing of their waste.

Environment Agency Information

Capitol hold a 3 year waste carrier certificate. We are registered as an upper tier waste carrier and dealer. The Environment Agency expect us to follow their guidelines and protect or enhance the enviroment in which we live and work.

Registration Number: CBDU86112

Current registration dates

Start date: 1st March 2019

Exipry date: 3rd March 2022

COMPANY MANAGEMENT CHART

This chart shows who is responsible for what duties within our company, from top management's roles and to cleaning operatives roles.

ORGANISATIONAL CHART OF
35 MEMBERS OF OUR TEAM

CAPITOL FLOOR & HYGIENE MAINTENANCE LTD

This organisational chart is a diagram that shows the structure of our organisation and the relationships and relative departments and job roles.



EST 2008

Day to day duties

Environmental duties



TIPS TO HELP YOU BE GREEN AT WORK

**Use paper less and recycle
More**



Can you walk, cycle or use public transport instead of driving?

**Turn off lights when not in use.
Turn off lights at the end of your shift**



Maximise fuel economy by removing unnecessary items

Refill 1 spray bottle from a concentrate 5-litre container.



Empty all rubbish in to 1 bag instead of using multiple new bags

