



CLEANING SERVICES

EST 2005

Capitol Floor & Hygiene Maintenance Ltd
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Corporate Social Responsibility CSR101 - July 2020

Introduction

CSR refers to the way in which businesses regulate themselves in order to ensure that all of their activities positively affect society as a whole. CSR policies aim to guarantee that companies work ethically, considering human rights as well as the social, economic and environmental impacts of what they do as a business. Businesses should meet, and aim to exceed, any relevant legislation, and if legislation does not exist in a particular area, the company should ensure they carry out best practices anyway.

Capitol are committed to ensuring that any business undertakings are conducted as ethically as possible by following the below policy.

Who we are and what we do

Established in 2005, and based in Epping, Essex, Capitol is a family run business providing an extensive range of “one off” and contract cleaning services to commercial clients, as well as a number of specialist cleaning services for domestic customers.

With a fully vetted, trained and insured workforce, and licensed by the Environment Agency as a controlled waste carrier, at Capitol Cleaning & Support Services we can tailor our services to meet each client’s requirements and, with all of our quotes including cleaning materials and equipment, there are no hidden costs. Being ISO9001 and ISO14001 certified, our clients also have the added comfort of knowing that Capitol Cleaning & Support Services is a well run and environmentally responsible business.

Looking after Employees

At Capitol we always aim to have a good working environment to enable us to retain loyal and productive staff as it is vital to our business. Here are some procedures which Capitol adopt to ensure this.

- Equal opportunities policy
- Health and safety policies, procedures and training
- Staff training, appraisals
- Improving staff communications
- Wages are always paid correctly and on time
- Give credit to staff when they are adopting excellent workmanship and showing commitment.
- Staff internal audits to allow our team to have their say

Looking after Customers

As a family run business, at Capitol we take great pride in ensuring our clients are always completely satisfied with the services they receive; something which is reflected in the high level of repeat business we receive and our clients’ testimonials.

- We carry out customer satisfaction forms
- Regular site inspections
- 24/7 customer care team
- Rapid response to emergencies
- Always working on improving communication methods and dealing with enquires



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Suppliers' Standards

It is important to Capitol to use the services of reputable suppliers and build excellent solis relationships. Where able and possible, Capitol will seek to use.

- Suppliers that adhere to the Modern Slavery Act 2015
- Suppliers who operate in line with the Bribery Act 2010
- Use local and UK suppliers
- Suppliers that have a CSR policy in place?

Capitol are committed to

- Clear communication with suppliers.
- Paying suppliers promptly

Protecting the Environment

Capitol understands the importance of implementing and enforcing environmental policies and procedures to help protect our environment including preventing pollution. Our policy outlines the framework in which Capitol conducts its systems to be environmentally friendly. Capitol operates an environmental policy through its business and is ISO14001 certified. Where possible and able to do so, Capitol will:

- Use environmentally friendly products where practical and able to do so.
- Reduce usage of natural resources e.g paper products, ink etc by using digital means.
- Ensure our company vehicles comply with Ultra Low Emission Zones when necessary.
- Encourage the use of energy saving /eco-friendly positive procedures throughout our company.
- Ensuring we comply with all applicable, legal, regulatory, contractual and other third party requirements
- Continue to monitor our environmental impact such as carbon footprint, use of products and chemicals and systems and procedures.

Community Engagement

At Capitol we support local communities surrounding our operations by

- Only employing local people



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