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Quality Policy



School Cleaning & Caretaking



Kitchen & Toilet Hygiene Cleans



Carpet / Upholstery Cleaning



Floor Restoration & Maintenance



Independent Monitoring

Quality Management Policy

Rochelles Maintenance Ltd is committed to implement appropriate quality management systems and processes to enable the delivery of the highest practicable quality products and services. The overall quality objective is to ensure that Rochelles delivers a consistently high level and standards of service. A quality management system will provide the framework for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It will effectively provide the company and its customers with the confidence that we are committed to deliver constant and predetermined high standards.

All employees of Rochelles Maintenance Ltd including sub-contracted personnel share the responsibility for the delivery of high quality products and services and for continual improvement we aim to build long term relationship with our clients to achieve business excellence.

In order to ensure that these policies continue to be understood and maintained, the Directors and Managers will re-advise their personal of their responsibilities within the Quality System whenever a change occurs.

- This Policy Standard is applicable to all activities undertaken by Rochelles Maintenance Ltd.
- The Policy Standard is issued under the authority of the Director, Rochelles Maintenance Ltd

Objective and Commitment

The overall quality objective is to ensure that Rochelles deliver a consistently high level of service throughout our business and we are committed to implement appropriate quality management system to enable the delivery of the highest practicable quality products and services. We will therefore:

- Clearly understand the current and potential future requirements and expectations of our customers.
- Work closely with our customers, suppliers and partners to achieve business and quality objectives.
- Deliver products and services to a highest practicable quality, reliability and consistency that meet our customers' requirements.
- Implement quality management meetings in a systematic and planned way through the contract that supports the delivery of the business plan.
- Train and educate our personal to support the delivery of high quality work.
- Establish and measure performance of our staff and customer satisfaction against appropriate quality objectives and/or targets.

Compliance

In order to demonstrate compliance with this Policy Standard, the following must adhere to this policy

- Quality Management Policy
- Related policy statements and procedures
-
- Audit reports
- Management Meetings
- Audit/review records



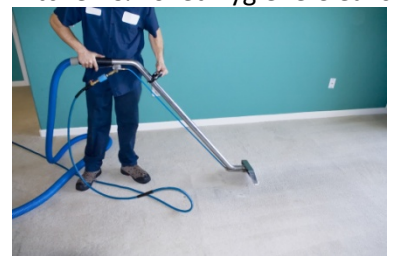
Recruitment Policy



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Independent Monitoring

Recruitment Policy

The recruitment process we operate seeks to achieve the following objectives:

- To be an outstanding service provider;
- To be an excellent example of modern democracy;
- To be an employer of first choice.
- Equal opportunities

We ensure we recruit and retain high quality people in order to achieve these objectives and therefore the recruitment and selection process we operate is critical. We operate the use of personal specification for all job posts.

Safer Staffing and DBS-All team members working within the school setting have a Disclosure and Barring Service (DBS) check to enhanced level before starting work. This check is currently renewed on a three yearly basis. No member of our team will be allowed on site to work unless Rochelles Maintenance Ltd have a cleared DBS. We operate a zero tolerance policy. Under no circumstance will we partner a cleaner with another while we wait for DBS clearance as other cleaning companies do.

All staff that have contact with children or vulnerable adults are subject to a check under section 142 of The Education Act 2002 which details those who are considered unsuitable or banned from working with children in education and a DBS check will be completed when appointed and at 3 yearly intervals. In addition if a concern is raised by the client concerning an employee's suitability to work with children/vulnerable adults or as part of an investigation, where it is deemed appropriate and necessary, and such checks will be undertaken again.

Cleaning staff are aware of the appropriate behaviours that should be adopted when working around young people and adults. It is important to note that while in work uniform staff are representing the authority and are perceived to be safe and responsible people that children and young people look up to.

All our staff will be provided with uniforms and an ID badge displaying their photo, name, DBS number and DBS expiry date.

See sample below. The Safer Staffing Team is responsible for issuing an identity card to all staff if your position requires a DBS check (formerly CRB check).

The identity card provides assurance to colleagues and service users that you have a current and valid DBS, and have been vetted to work with vulnerable adults or children. We also undertake the necessary checks to make sure all our operatives have the right to work in this country with the correct work permits.

The identity cards displays:

- Name
- A photograph - showing your head and shoulders
- An expiry date that matches your DBS check expiry date
- A DBS number

Training & induction

Well-trained cleaning staff are of paramount importance. Without good training, consistently high standards will not be achieved. Moreover, compliance with health and safety, security, fire precautions and other site rules will not be attained. All cleaning Operatives are subject to induction training prior to commencing work, with further class-room based training within three months of employment. Induction training encompasses Equality & Diversity, Health & Safety, COSHH, Safeguarding, Fire Safety Awareness working etc. Further practical on-site training is carried out as required. Rochelle managers and supervisors are trained on how to manage and motivate their team to get the best from them and increase staff retention. In addition, training is given on how to deal with difficult staff, poor performance, disciplinary and grievance procedures along with other employment issues.

Environmental Policy



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Independent Monitoring

Sourcing & Consuming Materials:

Rochelles Maintenance Ltd is committed to the provision of our service's using environmentally friendly materials and equipment, which are energy efficient and produce minimal harmful waste when disposed of. Through the provision of the relevant guidelines and information necessary to enable products to be properly used, stored and disposed of so as to reduce the impact of our services on the environment. This principle is promoted by:

- Simplifying our stock holding, avoiding unnecessary items altogether
- Not over-ordering especially where goods are perishable or require change rapidly

Suppliers:

We work closely with our suppliers and customers to show our total commitment to environmental issues and to ensure Rochelles Maintenance Ltd recognize and strive to reduce the environmental impact of their products and business operations at all times.

This principle is promoted by:

- Buying durable rather than disposables versions of products
- Maintaining and repairing equipment to increase its useful life. Rochelles employs an engineer to maintain all equipment's in schools.
- Updating and adapting innovative products where possible

Individual Responsibility & Training:
Managers at all levels throughout Rochelles take individual responsibility to ensure that environmental issues are considered carefully when making decisions or when tendering, purchasing and controlling work.

Employee involvement in environmental matters is encouraged at all levels and is promoted through training, communication and constant reappraisal of working methods, procedures and techniques

Monitoring & Review:

In order to ensure that our Environmental Policy promotes action rather than words, it is the responsibility of the Health and Safety Manager to ensure that our people understand and carry out this policy to the best of their ability.

Through the reinforcement of this policy and the constant encouragement of best environmental practice Rochelles aims to minimize its impact on the environment across all areas of its business activities.

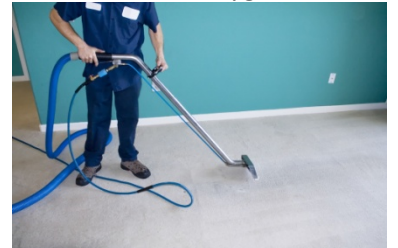
Health & Safety Policy



School Cleaning & Caretaking



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Health and Safety Policy

It is the policy of the company to abide by the legislation contained in the Health and Safety at Work Regulations 1999 and take all necessary steps to support the spirit of those regulations.

This policy is design to cascade down through the organization and is supported by formal training to ensure that all new recruits receive a full induction training regarding compliance with the Acts. All staff will also receive regular formal refresher training. We will ensure that staff are formally advised when new initiative are set in place to improve the meaning or interpretation of the Acts or where the company decides to alter activities within their duties to improve awareness of safety. In addition regular safety checks will take place to enable staff to address safety issues as Rochelles Maintenance Ltd related to them and their work.

Periodic safety meetings will be held at which the safety systems will be reviewed and safety objective will be set and published.

All staff are informed that safety is an issue of responsibility to all that each member of staff must actively take control and responsibility for each other in all issues impacting on safety.

Adequate resource shall be provided to ensure that the policy and procedures are implemented and audited to ensure compliance with their Directors, Managers, Supervisors and staff to ensure that health and safety at work is given paramount importance during the conduct of our daily business.

The safety manager has the delegated authority and responsibility to maintain the necessary safety management systems and organizational freedom to recognize the resolve safety problems through discussions with other members of staff.

Safeguarding Policy



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Independent Monitoring

Policy Statement

Rochelles Maintenance Ltd has introduced a Safeguarding Policy to fulfil our commitment to safeguard and promote the welfare of children and young and vulnerable adults in the workplace.

This document is the Safeguarding Children, Young and Vulnerable Adults Policy for Rochelles Maintenance Ltd, which will be followed by all management and employees, and promoted by senior management within the company.

Employees of Rochelles Maintenance Ltd may come into contact with children, young or vulnerable adults in the course of our work with schools, universities, councils, and housing associations whilst performing window cleaning and building cleaning services. We do not work directly with children or young or vulnerable adults in the course of our normal day to day cleaning activities except in the case of daytime school cleaning.

We at Rochelles Maintenance Ltd understand that being a child, or young or vulnerable adult, may make them vulnerable to abuse by adults. The purpose of this policy is to make sure that the actions of any adult in our employ, whilst performing the works for which Rochelles Maintenance Ltd are employed by us, are transparent and safeguard the children and young and vulnerable adults that Rochelles Maintenance Ltd may come into contact with Principle. The welfare of a child or young or vulnerable adult will always be paramount and will always be our first priority.

Accountability

It is the responsibility of the managing director to ensure that every effort is made to minimize any risk that may occur to a child or young or vulnerable adult whilst any of our employees are in contact during the course of any contractual works.

Recruitment

Rochelles Maintenance Ltd will take account of the need to safeguard children or young or vulnerable adults during the recruitment process with all positions recruited via local job centres.

Rochelles Maintenance Ltd will also make appropriate checks on all prospective employees up to and including enhanced DBS checks as required, either by current legislation or client's request.

Rochelles Maintenance Ltd will not use previous DBS checks to reference any newly recruited employees, but will take into account previous DBS checks for current post holders when transferring via TUPE.

Training

All relevant employees will undergo training with regards to this policy upon induction to Rochelles Maintenance Ltd.

Allegations

Any allegations of abuse of any kind made against any employee of Rochelles Maintenance Ltd will be reported to and investigated by Peter Yung-Hoi, operations manager to whom all allegations and concerns should be reported.

Recognition

Rochelles Maintenance Ltd understands that abuse can take many different forms including verbal, emotional, physical, and sexual as well as maltreatment through neglect.

Investigation and Reporting

Our operations manager Peter Yung-Hoi, will investigate any and all allegations or concerns immediately, but will always remove any employee from that environment immediately prior to any investigation taking place, and will report any such allegations or concerns to the relevant authorities at the first available opportunity

Recording

Our operations manager Peter Yung-Hoi will record in detail any and all reports of this type, and will keep an accurate record of any allegations or concerns reported to him.

Confidentiality

Any information received by Rochelles Maintenance Ltd will be treated in the strictest confidence

Rochelles Maintenance Ltd will ensure that any records made in relation to reports of allegations or concerns, will be kept confidentially and in a secure place.

This policy will be reviewed on or around **16/02/2021** and annually thereafter by myself, taking into account all relevant legislation and any lessons learned. Risk assessments will be undertaken once every three months.

Modern slavery statement for financial year 20/21

This statement is made pursuant to s.54 of the Modern Slavery Act 2015 and sets out the steps that Rochelles Maintenance Ltd has taken and is continuing to take to ensure that modern slavery or human trafficking is not taking place within our business or supply chain.

Modern slavery encompasses slavery, servitude, human trafficking and forced labour. Rochelles Maintenance Ltd have a zero tolerance approach to any form of modern slavery. We are committed to acting ethically and with integrity and transparency in all business dealings and to putting effective systems and controls in place to safeguard against any form of modern slavery taking place within the business or our supply chain.

Anti-Slavery Policies

1. Anti-slavery policy. This policy sets out the organization's stance on modern slavery and explains how employees can identify any instances of this and where Rochelles Maintenance Ltd can go for help.
2. Recruitment policy. We operate a robust recruitment policy, including conducting eligibility to work in the UK checks for all employees to safeguard against human trafficking or individuals being forced to work against their will.
3. Whistleblowing policy. We operate a whistleblowing policy so that all employees know that Rochelles Maintenance Ltd can raise concerns about how colleagues are being treated, or practices within our business or supply chain, without fear of reprisals.
4. Code of business conduct. This code explains the manner in which we behave as an organization and how we expect our employees and suppliers to act.

Our suppliers

Rochelles Maintenance Ltd operate a supplier policy and maintain a preferred supplier list. We conduct due diligence on all suppliers before allowing them to become a preferred supplier. This due diligence includes an online search to ensure that particular organization has never been convicted of offenses relating to modern slavery. Our anti-slavery policy forms part of our contract with all suppliers and Rochelles Maintenance Ltd are required to confirm that no part of their business operations contradicts this policy.

In addition to the above, as part of our contract with suppliers, we require that Rochelles Maintenance Ltd confirm to us that:

1. Rochelles Maintenance Ltd have taken steps to eradicate modern slavery within their business
2. Rochelles Maintenance Ltd hold their own suppliers to account over modern slavery
3. (For UK based suppliers) Rochelles Maintenance Ltd pay their employees at least the national minimum wage / national living wage (as appropriate)

4. (For international suppliers) Rochelles Maintenance Ltd pay their employees any prevailing minimum wage applicable within their country of operations
5. We may terminate the contract at any time should any instances of modern slavery come to light.

Approval for this statement

This statement was approved by:

Director Name: Peter Yung-Hoi

Signature:

A handwritten signature in black ink, appearing to read 'Peter Yung-Hoi', is shown within a light blue rectangular box.

Date: 05th November 2020

Lone Worker Policy



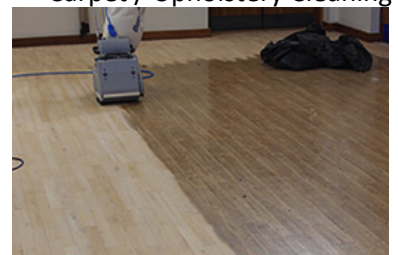
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Independent Monitoring

General Policy Statement:

Lone Workers as defined by the Health and Safety Executive are, “those who work by themselves without close or direct supervision.”

As part of the Management structure it is the duty of care for all Managers to ensure the health, safety and welfare of all their staff, as it is also the employee’s responsibility to take reasonable care of themselves and others who could be affected by their work activity.

This policy is to assist ROCHELLES MAINTENANCE LTD Managers in devising a safe system of work and to ensure that a suitable and sufficient risk assessment for their staff can be carried out for Lone Working duties.

From this policy relevant information should be obtained to assist in creating a specific policy for your place of work.

Aim:

To ensure adequate control measures are put into place to safeguard all ROCHELLES MAINTENANCE LTD employees who work alone at any point during their contractual duties. All hazards should be identified and all significant risks should be recorded on a risk assessment. These risks should be reviewed on a regular basis especially if there is a change in the situation; a near miss has occurred or an accident or incident has taken place.

Lone Workers:

People working alone or in isolation from others may be at particular risk either because of circumstances of their day to day working or because an emergency may occur. Rochelles Maintenance Ltd are at extra risk if Rochelles Maintenance Ltd are not in regular contact with others and are not kept informed of any changes that may affect them.

Lone workers should not be at more risk than other employees. This may require extra risk control measures. Precautions should take account of normal work and foreseeable emergencies, e.g. fire, equipment failure, illness and accidents. Employers should identify situations where people work alone and ask questions such as:

1. Does the workplace present a special risk to the lone worker?
2. Is there a safe way in and out for one person?
3. Can all the plant, substances and goods involved in the work be safely handled by one person?
4. Consider whether the work involves lifting objects too large for one person or whether more than one person is needed to operate essential controls for the safe running of equipment.
5. Is there a risk of violence?

6. Are women especially at risk if Rochelles Maintenance Ltd staff works alone?
7. Are young workers especially at risk if Rochelles Maintenance Ltd staff works alone?
8. Does the person have any medical condition that may affect their suitability to work alone?
9. What happens if the person either becomes ill has an accident or there is an emergency?

There are various work activities that may result in ROCHELLES MAINTENANCE LTD staff members working alone; some examples are:

1. Staff that are required to work alone for all or most of the time, such as cleaning staff working at night or early morning.
2. Staff staying on to finish urgent work after others have left, or those who regularly work late or start early, before anyone else gets into the building.
3. Staff who are Rochelles Ltd-holders or who are left to turn out the lights, set the alarm and lock up the premises after everyone else has gone home.
4. Peripatetic workers whose work involves travelling or home visits to service users.
5. Staff that work at home.
6. Staff that move between locations in order to carry out their daily schedule.

This list is not exhaustive.

Many lone workers could come into more than one of the categories below. These categories can be split into levels of risk as follows:

➤ Category One:

- i. Staff working in offices or other secure locations outside of normal working hours or who routinely work in these locations on their own.
- ii. Staff visiting established service users who have been assessed as presenting no risk to staff.

➤ Category Two:

- (i) Staff working in locations where security is inadequate or where shared premises would allow non-authorized access to their work area.
- (ii) Staff working in unfamiliar locations but not meeting members of the public.
- (iii) Staff visiting service users for the first time, or when an earlier situation may have agitated the service user.

(iv) Site managers/caretakers and cleaning staff that have to work out of hours; (refer to caretakers and site manager section, under activities to be avoided).

➤ Category Three:

- i. Staff who visit the homes of unknown service users or service users who are known to present challenging or aggressive behaviour.
- ii. Staff working in remote locations.
- iii. Rochelles Maintenance Ltd holders on a call out.
- iv. Staff making unscheduled visits without the knowledge of the base or line manager.

Specific Areas of Work:

- Schools
- Children Centre Managers
- Team Leaders
- Office based staff
- Office Duty Systems staff
- Supervisors
- Maintenance staff
- Cleaners
- Caretakers
- Handymen

Manager Duties:

1. Provide safe systems of work for all staff.
2. Ensure that there are appropriate security systems in place to secure the building.
3. Provide security devices for members of staff when Rochelles Maintenance Ltd are working in the office or out in the community, if assessed as appropriate.
4. Carry out personal risk assessments for all staff working alone.
5. During one-to-one sessions discuss the control measures that are in place to ensure Rochelles Maintenance Ltd are still adequate or discuss amendments.
6. Identify any training needs and ensure these are met.

7. Set up an adequate system for recording home and out of office visits. Ensure this is kept up to date on a daily basis, for example: staff reporting to the office; their location and general movements for the day, where this is required as part of the risk assessment.
8. Ensure systems are agreed, on how to raise the alarm and copies of the procedures are given to all relevant staff.
9. Ensure that anyone who is not able to raise the alarm is not left alone.
10. Ensure that during induction all procedures are discussed, a copy of relevant information is obtained, and a training plan is agreed by both the staff member and the manager.
11. Ensure that the staff members are suitable to be left working alone.
12. Ensure that your procedures allow for lone workers to request additional support when Rochelles Maintenance Ltd feel vulnerable.
13. Discuss this policy on a regular basis during team meetings, and especially if an incident has occurred.
14. Be approachable and have empathy if a member of staff has suffered a trauma, involving aggressive or violent behaviour. Debrief that staff member, if required.
15. Provide practical support when needed.
16. Ensure that there is counselling readily available if needed.
17. Report any incidents on an HS accident/ incident form and send it to the relevant department.
18. Record and monitor all accidents and incidents and report findings to the relevant people.

Staff Responsibilities:

Staff have a duty of care for themselves and anyone else who could be affected by their actions.

Therefore, staff has a responsibility to ensure that Rochelles Ltd:

- Are aware and follow all policies or procedures.
- Always plan ahead.
- Are fully aware of the risks when working alone.
- Do not put themselves in potential danger.
- Ensure that Rochelles Maintenance Ltd have made themselves aware of the nearest place of safety.

- Be aware of the on-site security procedures.
- Ensure that access is available to personal alarms/mobile phones or some form of personal communication.
- Use the phone-in system to confirm safety, using the system which is in place according to your policy.

Risks Associated with Violence

Below are some indicators that may make violence more likely, and should be taken into account in your risk assessment.

You may need to consider if the people you are providing a service to could:

- Threaten violence
- Be a menace with weapons
- Bear grudges
- Feel victimised
- Harbour a grievance
- Suffer from mental health issues
- Have a dependency on drugs or alcohol
- Associate with violent people

There are various warning signs that you can look out for - Rochelles Maintenance Ltd could be:

- Tensions apparent within a group
- Restless or agitated behaviour
- Being deliberately provocative or attention seeking
- Unusual quietness or excitability
- Physical signs such as raised voice, aggressive body language

Control Measures

Listed in the sections below are various control measures that can be put into place to reduce the risk to staff when working alone. Not all measures will be applicable as circumstances vary in different situations; therefore the controls need to be re-evaluated for each individual occasion to ensure that the correct measures are in place to reduce the risk to its lowest level. You need to consider the person that you may be visiting or attending to alone, and the risks involved in each situation.

Threats to Staff:

Very occasionally staff may find themselves, through the job Rochelles Maintenance Ltd carry out alone, the subject of threats from service users, family members or members of the public.

The following actions and options should be considered where staff are the subject of threats or acts of violence when working alone:

- Report the threat to the police and seek their advice;
- Vary personal routines and travel routes;
- Use an alternative entrance and /or exit to and from the place of work;
- Carrying a personal attack alarm; (ensure this is charged; carry spare set of batteries).
- Registering with 'Lone Safe' through KCC contact centre;
- Accessing personal safety training;
- Reporting whereabouts to office at all times, when changing venues or set up buddy system.
- Managers to hold personal records on each member, with contact details and a photograph, for identity purposes.

Caretakers and Site Managers:

Caretakers/Site Managers are a group of workers that are more likely to be lone working. Rochelles Maintenance Ltd staff will responsible for opening and locking up the premises. Rochelles Maintenance Ltd staff may also be the person who would attend the premises when there has been a suspected break-in; if this is the case then Rochelles Maintenance Ltd should follow the guidance given in this document for 'Rochelles Maintenance Ltd Employee Handbook'.

Hazards

You need to think about if there are any risky activities which your Caretaker/Site Manager may be undertaking whilst working alone. Areas you should think about may include:

- General repair works during holidays or after hours, including use of power tools
- Decorating
- Checking security
- Turning the heating back on after a break
- Laying grit and clearing paths in icy and snowy weather
- Locking up after events
- Patrolling or visiting the site after the hours of darkness
- Opening the building first thing in the morning

- Changing Light Bulbs
- Using hazardous chemicals
- Manual Handling

Control Measures

As well as considering the guidance contained in this document there are some activities which should be avoided when lone working. These include:

- Working at height
- Working with dangerous machinery
- Live electrical work
- Work in confined spaces

When considering what control measures can be put in place to keep the lone worker safe you should also take into account any medical conditions the employee may have, which could put them at more risk. The easiest way to reduce the risk is to carry out any hazardous activities during normal working hours and lower risk activities when lone working.

Some other examples of control measures that can be adopted to reduce the risks identified above may include:

- Follow general guidance for Managers and Employees in this document
- Ensure that no power tools or equipment are brought in from home. Only use equipment provided by the employer
- Provide long handled paint rollers for decorating
- Follow guidance in this document when checking security of building or site
- Ensure any procedures are known and followed for re-lighting boiler after period of shut down
- Ensure employee is adequately trained for the required task
- Check weather forecasts and put grit on hazardous pathways before ice or snow forms
- Ensure access and egress from site are free from defects and well lit
- Carry a fully charged torch when attending site after dark
- Carry out Control of Substances Hazardous to Health assessments on any hazardous substances to be used and provide training to the employee for their safe use
- Carry out Manual Handling risk assessments to ensure that loads are not too heavy for one individual. Also ensure that the employee has had Manual Handling training

- Provide correct Personal Protection Equipment where required

Training:

Depending on the ROCHELLES MAINTENANCE LTD member's job role, a training plan should be considered and introduced through induction. This is to cover all aspects of lone working and to ensure that the staff member is able to protect themselves in vulnerable situations.

First Aid Requirements:

First aid for travelling, remote and lone workers: employers are responsible for meeting the first-aid needs of their employees working away from the main site. The assessment of first-aid needs should determine whether those who travel long distances or are continuously mobile should carry a personal first-aid box; and whether employees should be issued with personal communicators/mobile phones.

Reporting of Accidents and Incidents:

Any accidents, incidents or near misses must be recorded on the HS157 (KCC's accident and incident form) and a copy of the form sent to the appropriate personnel office. The original copy must be retained by the manager with the employee's records

If an accident happens and causes either a major injury or the loss of over 3-days work or unable to carry out normal duties for over 3-days then you will also need to complete an F2508 form, and send it to the Health and Safety Executive in accordance with Reporting of Diseases and Dangerous Occurrences Regulations(RIDDOR) '95. Copies of forms for such Reportable incidents should also be sent to the Health and Safety Unit at County Hall.

If you have been subject to an incident involving violence, this should be recorded on an HS157. This includes verbal abuse, physical assault and property damage. Please complete the 'nature of activity' and 'other factors' section also.

Monitoring and Reviewing:

All accidents, incidents or near misses should be logged and monitored; you should be looking for trends and seeing if a review should be carried out on any of your risk assessments due to the outcomes. These should also be reported back to management, union reps, and governors, (as appropriate) so that Rochelles Maintenance Ltd are aware of any situations that may have arisen.