

# **GRANTS CLEANING SERVICES LIMITED**

*“A family business  
you can trust”*

Specialising in Cleaning  
& Facilities Management

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## **OUR COMPANY**

Grants Cleaning Services Limited is a local family run business established in 2004 by Grant Smith and his wife Julie after 23 years working with in his father's cleaning company North Yorkshire Cleaning Services.

North Yorkshire Cleaning Services have built a reputation for high quality, professional cleaning services for over 25 years in North, East and West Yorkshire.

Grants Cleaning Services Limited has built on this success and has expanded its services into Cleveland and County Durham as well as continuing to provide a high quality service in North Yorkshire.

We have clients involved in many different types of industry these include:-

- Accountants
- Agricultural Merchants
- Builders Merchants
- Construction Industry
- Chemical Industry
- Education
- Engineering
- Estate Agents
- Nursing Homes
- Motor Sales
- Residential Management
- Retail Outlets / Shops
- Prefabrication Industry
- Production Plants
- Professional Associations
- Self Help Groups
- Training Management
- Warehousing

## **CONTACT DETAILS**

**For further details or a no-obligation free quote please contact us**

MANAGING DIRECTOR: Grant Smith - 07709364795  
DIRECTOR: Julie Smith - 07921948098

### **REGISTERED OFFICE ADDRESS**

Lord Avenue  
Teesside Industrial Estate  
Stockton-on-Tees  
TS17 9JX

TELEPHONE: 08456 520460  
FAX: 08456 520461  
E-MAIL: [enquiries@grantsclean.com](mailto:enquiries@grantsclean.com)  
WEBSITE: [www.grantsclean.com](http://www.grantsclean.com)

## **OUR SERVICES**

As a family run business we feel that we can offer a more personal service to our clients. We tailor our services to meet your exact needs, and each contract is overseen by a manager. Our success has been created by focusing on customer satisfaction.

We offer a full and comprehensive cleaning and facilities management service including:

Daily, Weekly & One off Cleans	Paper/Plastic/Metal Recycling
Long & Short Term Contracts	Secure Document Destruction
General Contract Gleaning Services	Building Maintenance
Hard Floor Cleaning & Maintenance	Groundwork & Gardening
Floor Sealing & Polishing	Wash Room Supplies & Services
Litter Picking	Water Coolers & Other Vending Units
Window Cleaning	Painting & Decorating

We are fully insured, use fully trained staff and offer no long term tie-in contracts as a sign of our confidence.

We aim to provide service of unrivalled quality to all our clients. We will achieve your objectives through:

- ❖ a reliable, well-trained workforce who understand the quality required on every task
- ❖ flexibility to react and adapt to the changing needs of your business
- ❖ set levels of performance and effective contract management that ensures:
  - \*-performance monitoring
  - \*-direct contact with your area manager
  - \*-quality auditing
  - \*-on site liaison
- ❖ total commitment to your business requirements
- ❖ prepared Method Statements and Risk Assessments for all tasks undertaken
- ❖ up to date COSHH assessments for cleaning chemicals used

In short, we never forget we are in a service industry, and that the quality of our service determines our future success.

## **QUALITY POLICY STATEMENT**

We will provide quality cleaning services to customers, consistently and reliably, to mutually agreed specifications and standards.

This will be achieved through the company's ongoing total quality management and customer care processes which are foremost in our operations. All personnel within our company will be involved in using their skills and abilities to achieve the objectives of continuous improvement in quality. We have quality standards for all tasks undertaken, which are available in the Site Information Pack.

In order to achieve this objective the company will periodically review all its procedures in order to maintain the company's well established quality assurance system in accordance with its ISO 9001 registration.

## **ENVIRONMENTAL POLICY**

The company is aware of its environmental responsibilities and continually strives to improve environmental performance and reduce any adverse impact on the environment.

We will do this by:-

Working with the supplier to ensure that they provide products and services which have the least possible environmental impact.

Using our best endeavours to reduce the consumption of materials, consumables and energy in all operations.

Actively co-operating with our clients in order to meet any relevant environmental requirements.

## **HEALTH & SAFETY POLICY OF GRANTS CLEANING SERVICES LIMITED HEALTH & SAFETY AT WORK ACT 1974**

### **GENERAL STATEMENT OF POLICY** January 2004

Grants Cleaning Services places the utmost importance on the health, safety and welfare at work of all its employees and the employees of its clients.

Our policy is to provide and maintain safe and healthy work practices and equipment for all our employees, and to provide such information, instructions and training, as they need for this purpose.

Grants Cleaning Services Limited recognises and accepts its responsibilities as an employer to provide and maintain a safe and healthy environment for all our employees and personnel affected by the company's activities. The company will take all necessary steps, so far as is reasonable, to meet these responsibilities, in particular:

- Provision and maintenance of equipment and systems of work that are safe without risk to health.
- Arrangement for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of substances.
- Provision of such information, instruction, training and supervision as is necessary.
- Risk assessment of any place of work to ensure that it is safe and without risk to health.

Grants Cleaning Services Limited will provide appropriate training, safety devices, personal protection equipment and clothing as necessary to safeguard the health, safety and welfare of its employees.

Appropriate preventive and protective measures are, and will continue to be, implemented following the identification of work-related hazards and assessment of the risks related to them.

# **GENERAL OFFICE CLEANING SPECIFICATION**

We aim to provide you with an outstanding level of daily cleaning.

These lists are not exhaustive and are to be used as a guide only. We will listen to your requirements and prepare an individual cleaning schedule for your company.

## **PRIMARY DAILY DUTIES**

- Reception and visitor areas: We understand that these areas in particular require special attention
- Waste Bins: Empty waste bins to dedicated refuse area
- Ashtrays: Empty and wipe out, wash if necessary
- Desks/Worktops/Tables: Dust, polish, damp wipe (according to surface) cleared areas
- Toilet Areas: Clean and sanitise WC, sinks, urinals, polish mirrors
- Floors: Sweep and wash hard floors / vacuum carpeted floors
- Doors: Spot clean glass, polish kick plates
- Pots and crockery: wash and dry

## **GENERAL DUTIES AS REQUIRED**

- Dust skirting boards
- Dust door frames
- Dust window sills
- Sanitise telephone hand sets

## **SUPERVISION**

All work will be supervised on a regular basis to ensure that our high standards are maintained. Should any complaints arise, they shall receive our promptest attention. Additionally we shall investigate the nature of the complaint to help prevent any further reoccurrences.

## **MATERIALS**

We will normally supply all equipment, materials and labour necessary to carry out the work. The supply of other consumables such as; toilet rolls, hand soap, hand towels and extra bin liners can be arranged at an additional charge.

## **TERMS AND CONDITIONS OF SERVICE**

AIMS-Grants Cleaning Services Limited aim is to work with you the client to provide a clean pleasant and safe environment for you, your staff and visitors/customers. We will welcome any feedback and constructive criticism to improve the service we offer you.

PAYMENT-Monthly Account. 30 days following month of invoice. The price per calendar month will be as stated in your quotation / revision letter.

NOTICE-As we pride ourselves with quality, we find our best asset is your satisfaction, to this end you are not tied to any lengthy notice period to terminate our service, other than 30 days written notice. Instant termination will incur your standard monthly charge.

CLOSURES-Statutory public holidays and any closures/ shutdown periods will not be cleaned but are subject to the normal monthly charge, as our prices are averaged over a 12 month period. If our service is required at these times then this may be arranged at an additional cost.

ACCESS-We understand that at the present time access is only available while you or your staff / security are on site. Alternatively you could issue us with keys if you require an out of hours service\*

\*SECURITY (if keys issued)-Every care will be taken by our staff in operating security systems, alarms etc. However we are unable to take responsibility for any false alarms caused out of hours or system faults. We would require two sets of keys, one set for our cleaning staff and one set for our supervision personnel. As key holders we are not to be placed on any emergency callout registers.

CONFIDENTIALITY-Grants Cleaning Services Limited respects your privacy and all our staff are bound by our confidentiality agreement and will not willingly divulge or intentionally cause to become public any information passed to or gained whilst performing their/our contracted duties regarding any of your business or your staff information.

UTILITIES-We require reasonable access to water, hot and cold, standard UK 3 pin 240 volt power sockets adequate lighting and waste disposal areas. Our staff will require the use of your telephone to remotely log in and out on site and/or the use of a facsimile to submit time sheets and product orders relating to your site.

EQUIPMENT-All cleaning equipment chemicals and utensils stored on your site remain the property of Grants Cleaning Services Limited unless paid for in full. The Client has a responsibility to ensure that they are securely stored and not misused; therefore the use of a lockable cupboard/storeroom is appreciated. Due to insurance issues we regret that you may not use any of Grants Cleaning Services Limited equipment or products without our express permission.

DAMAGES - THEFT-Any damages or thefts must be immediately reported the Grants Cleaning Services Limited where a full investigation will be made of the allegation.

COMPLAINTS-We pride ourselves with quality of service, should you have reason not to be fully satisfied with our service then we would welcome your comments so that we may remedy the situation to your satisfaction promptly.

STAFF-We also agree that if the contract is terminated for any reason we will not employ any member of staff or ex-staff of Grants Cleaning Services Limited, for a period of 12 months after contract termination, in the capacity of cleaner.

MARKETING-Grants Cleaning Services Limited may use your company name in client lists and on marketing letters and may take and publish photos to help generate new business - all photos taken are generic and do not breach any existing confidentiality agreements. If you do not wish your company name or any photos to be used in this way please indicate by ticking here