

Objectives

- To give cleaners “key worker” status
- To raise the standard of living of low paid workers
- To provide an exceptional service and to clean better than any other cleaning company.
- To look after all workers through fair pay, employment rights, outstanding health, and safety training and through providing a positive environment to learn in.

Equality & Diversity

We are an equal opportunities employer. We are committed to equality of opportunity and to providing a service and following practices which are free from unfair and unlawful discrimination. No applicant or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. We seek to ensure that no person is victimised or subjected to any form of bullying or harassment.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances and this applies to all our employees and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion.

All employees, workers or self-employed contractors whether part time, full time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the Organisation.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in our Organisation as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with managers and supervisors, individuals at all levels have a responsibility to treat others with dignity and respect.

Living Wage

We are Recognised Service Providers of the Living Wage Foundation and we are committed to raising the standard living of all our workers. Jane Jefferson Cleaning was the first domestic cleaning company to be recognised by the Living Wage Foundation in 2014 and in 2015 we won the Living Wage Champions Award for London due to our ongoing commitment to support our workers and make changes in the law.

As a recognised serviced provider Jane Jefferson Cleaning pays all office staff the Living Wage and can offer 2 rates to our clients, one of which must be a Living Wage option. The reason for this is that it is understood by the Living Wage Foundation that there are some sectors such as cleaning where companies cannot compete against other organisations where price may be the only factor in determining contracts. In 2015 22% of Jane Jeffesron Cleaning clients paid the Living Wage rate and this increased to 90% by March 2020.

Modern Day Slavery & Child Labour

Jane Jefferson Cleaning is committed to eradicating Modern-Day Slavery and Child Labour.

We regularly review our own internal practices and demand evidence that our suppliers and any organisation within our supply chain does too.

No labour provided by Jane Jefferson Cleaning in the provision of our services is obtained by means of slavery, human trafficking or child labour and we strictly adhere to the minimum standards required in relation to our responsibilities under relevant employment legislation in the UK.

We expect the same commitment from all our clients and will require evidence of a Modern-Day Slavery & Child Labour policy.

If a supplier or organisation in contract with Jane Jefferson Cleaning is found in violation of this commitment, we will take prompt action that may lead to termination of the contract.

Recruitment & Training

We are an equal opportunities employer. This means that no applicant or member of our staff will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

To attract and retain the best workers we offer our candidates fair pay, employment rights, supportive training and flexible workings hours agreements that allows the worker to fit their work around their own schedules.

Our workers are trained in our company policies, work methods and procedures including our unique ABC cleaning method.

Cleaners are trained at induction and through monthly toolbox talks. Cleaners are required to complete a test post induction, at probationary review stage and annually.

We use Peninsula for all our HR & Health & Safety advice and training.

We are known throughout our workforce for being an employer with integrity and compassion and many of our workers stay at Jane Jefferson Cleaning for several years.

Commitment to the Environment

Jane Jefferson Cleaning is committed to a policy of sound environmental management and in our partnerships with clients, suppliers, and other contractors. Our principle goal is to prevent harm to people and damage to the environment or property.

This commitment is driven at all levels of the organisation and we devote time and resources to evaluating and reducing the effects that our work may have on the local environment.

We aim to:

- Establish and maintain working procedures that are environmentally sound and to constantly challenge ourselves and our partnerships to reducing our carbon trail and to promote sustainability in all aspects of the business
- Fully integrate these procedures as essential elements of our business.
- Assess the environmental impact of all new works before they start and during their progress.
- Be efficient in the consumption of energy and natural resources, and where possible ensure that materials used can be reduced, recycled, reused, or disposed of safely.
- Make our clients aware of alternative approaches to their projects or changes in materials that would be of greater environmental benefit than those specified.
- Keep abreast of product and procedural developments so that we can continually improve our approach to environmental issues and our environmental footprint.
- Promote the adoption of these principles to any sub-contractors working for us.
- Have emergency procedures that take account of environmental spills and releases, which indicate those that should be reported to the authorities.
- Educate, train, and motivate our employees to conduct their activities in an environmentally responsible manner

Health & Safety

We recognise our responsibilities under Health & Safety Law and work hard to ensure that we have the right policies and procedures in place.

Health & Safety is at the core of everything that we do. We have a highly effective Health & Safety Business Management System outsourcing this area to Peninsula to ensure that all our staff are trained highest standards.

We are fully insured with Public Liability Insurance to the value of £5M and Employers Liability Insurance to the value of £10M.

We are independently audited by Peninsula on an annual basis and we are an approved under the Safecontractor Scheme and the SafePQQ Scheme.

Quality Management

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers against set criteria
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

Use of suppliers

The performance of our suppliers has a direct impact on the quality of our services and when sourcing suppliers we take several factors into account to ensure our working partnerships are built on shared values and similar visions.

We adopt a fair and inclusive procurement process, ensuring all businesses, regardless of their size, location, and the background of their workforce, have the same opportunities to compete for the supply of goods and services. We always look to partner with suppliers that meet our requirements on service, quality, cost, innovation and sustainability.

Business Continuity

The ability of Jane Jefferson Cleaning to provide an ongoing and continuous service to our clients is a vital part of our reputation and services. We look at assessing risk and managing continuity as an integral step in our business planning.

We provide Business Continuity Plans in the following areas

- Site Premises
- Personnel

- Sub-contractors
- Systems

Each plan is tested annually through operational management and assessed on its ability to respond in the time required.