

# How to manage staff training, policies and compliance in a cleaning company

Property: \_\_\_\_\_

Date: \_\_\_\_\_

## Health and safety

- ☐ Health and safety policy
- ☐ Risk assessments for the work you do (RAMS for larger jobs)
- ☐ COSHH assessments and safety data sheets for every product
- ☐ Using cleaning chemicals safely (training)
- ☐ Manual handling (training)
- ☐ Lone working policy
- ☐ Accident and near-miss reporting
- ☐ Working at height, if anyone uses ladders or steps

## Properties, keys and clients

- ☐ Key holding and key safe procedure
- ☐ Alarm codes and access
- ☐ Damage, breakages and lost property
- ☐ What to do if a property is unsafe or not ready
- ☐ Each client's site rules and induction

## People

- ☐ Code of conduct
- ☐ Data protection (GDPR) for team members
- ☐ Phones and photos at clients' properties
- ☐ Safeguarding, if you work where children or vulnerable adults live
- ☐ Equal opportunities, bullying and harassment
- ☐ Absence, holiday and time off

## Keeping the record

- ☐ Who each document applies to, and by when
- ☐ A signature and date for every person, for every version
- ☐ A training matrix you can print or send
- ☐ A date to review each policy
- ☐ New starters given everything on day one