

Employee Handbook

Introduction

Welcome

We hope that you find your time working with us enjoyable, rewarding and positive. We've put together this booklet so that you can easily access all the documents you need. You will be asked to sign a copy of your contract, provided separately, fill in a personal details sheet, complete the acknowledgement forms where indicated and sign a Company Induction Form confirming you have received appropriate training.

EasiAs Cleaning Mission

EasiAs Cleaning aims to deliver high quality cleaning services using environmentally friendly product wherever possible.

Employee Code of Conduct

As a service provider the behaviours of all EasiAs Cleaning employees directly impacts customer satisfaction just as much as the quality of cleaning. We have outlined principles to underpin your work in our [Code of Conduct](#) and [Mobile Technology at Work Policy](#).

Employment Processes

Induction

To help you settle in we dedicate time on your first days with EasiAs Cleaning. The aim is to ensure that you understand what is expected of you, how to ensure we meet the customers' needs and how to action any issues or problems.

Your induction will include the following information;

- Discussion about the Code of Conduct, defining expectations for behaviours whilst working with EasiAs Cleaning
- Where to find EasiAs Cleaning policies, procedures and ways of working
- Instruction on any equipment to be used
- Instruction regarding Health and Safety such as how to use chemicals and COSHH Regulations, working at height, and lone working
- Explanation of the Dignity at Work policy

Payment

Payment is weekly, paid on Friday a week in arrears based on time recorded. Payment will be by bank transfer to your nominated bank account, after deduction of legally required deductions.

Holiday, Absence and Sickness

[Absence and Sickness Policy](#)

Disciplinary Procedures

[Disciplinary Procedure](#)

Grievance Procedures

[Grievance Procedure](#)

Pension Procedures

EasiAs Cleaning operate a workplace pension with NEST. Eligible employees will be auto-enrolled. Details are available on request from Lucy Phillips.

Employment Policies

Health and Safety

We must ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees, customers and any other persons in as much as they may be affected by our work activities. EasiAs Cleaning will provide policies, risk assessments and method statement and it is the duty of all employees to read and apply these.

This is laid out in our [Health and Safety statement](#).

Bullying, Harassment and Equal Opportunities

Everyone working for EasiAs Cleaning and the people they come in to contact with deserve to be treated fairly and not subjected to harassment. Our [Dignity at Work](#) policy defines this principle in detail and defines how we will ensure it is met.

Safeguarding

[Safeguarding Policy](#)

Data Protection and Privacy

We necessarily need to hold and work with personal data which we do in accordance with our [Data Protection Policy](#). What data we hold for employees, for how long and why are detailed in our [Employee Privacy Notice](#).