

NEXASHINE COMMERCIAL CLEANING LTD

MASTER POLICY PACK

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1. HEALTH & SAFETY POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is fully committed to maintaining the highest standards of health, safety, welfare, and operational risk management throughout all aspects of its operations.

The company recognises its legal and moral responsibility to provide safe working environments for employees, clients, contractors, visitors, and members of the public who may be affected by its operational activities.

NexaShine Commercial Cleaning Ltd is committed to ensuring that all operational activities are conducted safely, responsibly, and in full compliance with all relevant health and safety legislation.

The company will actively promote a strong health and safety culture through effective leadership, workforce engagement, structured supervision, training, monitoring, and continuous improvement.

Policy Objectives

The objectives of this policy are to:

- Prevent accidents, injuries, and work-related ill health
- Maintain safe systems of work
- Reduce operational risks
- Promote workforce safety awareness
- Maintain compliance with relevant legislation
- Ensure suitable training and supervision
- Maintain safe operational environments
- Encourage proactive hazard reporting
- Support continuous health and safety improvement

Responsibilities

Director Responsibilities

The Director of NexaShine Commercial Cleaning Ltd is responsible for:

- Ensuring overall health and safety compliance
- Providing adequate resources for health and safety management
- Reviewing health and safety performance
- Supporting workforce training and supervision
- Maintaining suitable operational procedures
- Ensuring risk assessments are completed and reviewed

Management Responsibilities

Management personnel are responsible for:

- Implementing health and safety procedures
- Conducting site inspections
- Monitoring workforce compliance
- Investigating incidents and near misses
- Supporting safe operational practices
- Reporting hazards and operational concerns

Employee Responsibilities

Employees are expected to:

- Work safely and responsibly
- Follow company procedures

- Use equipment correctly
- Wear appropriate PPE
- Report hazards and incidents immediately
- Attend required training sessions
- Cooperate with health and safety requirements

Risk Assessments

Suitable and sufficient risk assessments will be completed for all operational activities including:

- Cleaning activities
- Chemical handling
- Equipment operation
- Manual handling activities
- Lone working arrangements
- Site-specific operational hazards

Risk assessments will be reviewed regularly and updated where operational changes occur.

Accident & Incident Reporting

The company will maintain structured procedures for:

- Accident reporting
- Incident investigation
- Near-miss reporting
- Corrective action implementation
- Record retention
- RIDDOR reporting where applicable

Training & Competence

Employees will receive appropriate training relating to:

- Health and safety awareness
- COSHH
- Manual handling
- Equipment operation
- PPE usage
- Emergency procedures
- Safe systems of work

Monitoring & Review

The company will regularly review:

- Operational risks
- Accident trends
- Inspection findings
- Workforce compliance
- Training requirements
- Corrective action outcomes

This policy will be reviewed annually or sooner where operational changes require.

2. ENVIRONMENTAL & SUSTAINABILITY POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of protecting the environment and reducing unnecessary environmental impact throughout all areas of operational activity.

The company is committed to implementing environmentally responsible operational practices while continuing to deliver high-quality cleaning services.

NexaShine Commercial Cleaning Ltd aims to operate responsibly by minimising waste, reducing unnecessary chemical usage, supporting sustainable procurement practices, and encouraging environmental awareness across all operational activities.

Environmental Objectives

The company aims to:

- Reduce unnecessary environmental impact
- Minimise chemical waste
- Promote responsible disposal procedures
- Support sustainable procurement
- Encourage recycling practices
- Improve operational efficiency
- Reduce unnecessary energy consumption
- Promote environmental awareness among staff

Operational Commitments

NexaShine Commercial Cleaning Ltd will:

- Use cleaning products responsibly
- Monitor chemical consumption
- Dispose of waste appropriately
- Encourage sustainable operational practices
- Minimise unnecessary product waste
- Support recycling initiatives where possible
- Maintain environmentally conscious operational planning

Waste Management

The company will:

- Segregate waste where appropriate
- Dispose of waste responsibly
- Comply with environmental legislation
- Reduce avoidable waste generation
- Support recycling procedures where operationally practical

Staff Awareness

Employees will receive guidance relating to:

- Responsible chemical usage
- Waste reduction
- Environmental awareness
- Safe disposal procedures
- Sustainable operational practices

Continuous Improvement

The company will continue reviewing opportunities to improve environmental performance through:

- Operational reviews
- Product evaluations
- Staff engagement
- Improved waste reduction measures
- Sustainable procurement opportunities

This policy will be reviewed annually.

3. EQUALITY, DIVERSITY & INCLUSION POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to promoting equality, diversity, fairness, dignity, and inclusion throughout all aspects of its operations.

The company aims to maintain a professional working environment where all employees, clients, contractors, visitors, and stakeholders are treated fairly and with respect.

Discrimination, harassment, bullying, victimisation, or unfair treatment of any kind will not be tolerated.

Policy Objectives

The company aims to:

- Promote equality of opportunity
- Prevent discrimination
- Encourage workforce diversity
- Support fair recruitment practices
- Maintain respectful working environments
- Promote inclusion and professionalism

Recruitment & Employment

Employment decisions will be based on:

- Suitability for the role
- Skills and experience
- Operational capability
- Professional conduct
- Workforce requirements

The company will not discriminate unlawfully on the basis of:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Workforce Expectations

Employees are expected to:

- Treat others professionally and respectfully
- Maintain inclusive behaviour
- Avoid discriminatory conduct
- Support positive workplace culture
- Report inappropriate behaviour where necessary

Complaints & Reporting

Any complaints relating to discrimination, bullying, or harassment will be investigated appropriately and confidentially.

Appropriate disciplinary action may be taken where breaches occur.

This policy will be reviewed annually.

4. SAFEGUARDING POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of safeguarding children, vulnerable adults, staff, visitors, and members of the public who may interact with company operations.

The company is committed to maintaining professional, safe, respectful, and responsible operational environments at all times.

Safeguarding Principles

The company aims to:

- Promote safe operational environments
- Prevent inappropriate behaviour
- Maintain professional conduct standards
- Ensure workforce awareness
- Encourage appropriate reporting procedures
- Support confidentiality and respect

Workforce Responsibilities

Employees are expected to:

- Behave professionally at all times
- Avoid inappropriate conduct
- Respect safeguarding procedures
- Report concerns appropriately
- Follow site-specific safeguarding requirements

Recruitment Procedures

The company may implement:

- Reference checks
- Right-to-work verification
- Suitability assessments
- DBS checks where required

Reporting Procedures

Safeguarding concerns must be reported immediately to management personnel.

The company will:

- Maintain confidentiality where appropriate
- Investigate concerns responsibly
- Cooperate with relevant authorities where required
- Maintain accurate records

This policy will be reviewed annually.

5. DATA PROTECTION & CONFIDENTIALITY POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of protecting confidential, operational, and personal information obtained throughout the course of business activities.

The company is committed to maintaining compliance with UK GDPR and relevant data protection legislation.

Confidentiality Requirements

Operational information including:

- Keys
- Alarm codes
- Access procedures
- Site documentation
- Client information
- Employee information

must be treated confidentially at all times.

Data Protection Principles

The company will ensure that information is:

- Processed lawfully
- Stored securely
- Used appropriately
- Accessed only by authorised personnel
- Retained responsibly
- Disposed of securely where necessary

Workforce Responsibilities

Employees must:

- Maintain confidentiality
- Protect sensitive information
- Avoid unauthorised disclosure
- Follow company procedures
- Report data breaches immediately

Breaches of confidentiality may result in disciplinary action.

This policy will be reviewed annually.

6. QUALITY ASSURANCE POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to delivering consistently high standards of cleaning quality, operational reliability, and customer service.

The company recognises that effective quality assurance is essential to maintaining professional standards, operational accountability, and client confidence.

Quality Objectives

The company aims to:

- Maintain high cleaning standards
- Deliver reliable operational performance
- Monitor service quality consistently
- Resolve issues promptly
- Encourage continuous improvement
- Support client satisfaction

Quality Monitoring Procedures

Monitoring activities may include:

- Supervisor inspections
- Cleaning audits
- Checklist reviews
- Client feedback reviews
- Corrective action monitoring
- Workforce performance reviews

Corrective Action

Where quality issues are identified, the company will:

- Investigate concerns promptly
- Implement corrective actions
- Monitor improvements
- Review operational procedures where necessary

Continuous Improvement

The company is committed to continuous operational improvement through:

- Workforce training
- Operational reviews
- Communication improvements
- Service monitoring
- Management oversight

This policy will be reviewed annually.

7. RECRUITMENT & VETTING POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to implementing fair, professional, and responsible recruitment procedures designed to support workforce quality, reliability, professionalism, and operational suitability.

Recruitment Objectives

The company aims to:

- Recruit suitable personnel
- Maintain workforce professionalism
- Support safe operational environments
- Verify employee eligibility
- Maintain workforce reliability

Recruitment Procedures

Recruitment procedures may include:

- Application reviews
- Interviews
- Reference checks
- Right-to-work verification
- Suitability assessments
- DBS checks where required

Workforce Standards

Employees are expected to maintain:

- Professional conduct
- Reliability
- Punctuality
- Respectful behaviour
- Confidentiality awareness
- Health and safety awareness

This policy will be reviewed annually.

8. TRAINING & WORKFORCE DEVELOPMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of workforce training, supervision, competence, and continuous development.

The company is committed to supporting workforce capability through structured training and operational guidance.

Training Areas

Training may include:

- Health and safety
- COSHH awareness
- Manual handling
- Cleaning standards
- Equipment usage
- Infection prevention
- Safeguarding awareness
- Customer service
- Site-specific procedures

Workforce Development

The company aims to:

- Improve operational competence
- Maintain workforce professionalism
- Support career development opportunities
- Promote safe working practices
- Maintain operational consistency

Training records will be maintained appropriately.

This policy will be reviewed annually.

9. COSHH MANAGEMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to maintaining safe control procedures relating to hazardous substances used during operational activities.

The company will comply with the Control of Substances Hazardous to Health (COSHH) Regulations.

COSHH Procedures

The company will:

- Maintain COSHH assessments
- Store chemicals safely
- Provide staff training
- Use approved products
- Maintain safety documentation
- Provide appropriate PPE

Employee Responsibilities

Employees must:

- Follow COSHH procedures
- Use chemicals safely
- Wear required PPE
- Report spillages or concerns
- Avoid misuse of substances

This policy will be reviewed annually.

10. RISK ASSESSMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to identifying, assessing, controlling, and reviewing operational risks throughout all company activities.

Risk Assessment Objectives

The company aims to:

- Identify operational hazards
- Reduce workplace risks
- Maintain safe systems of work
- Protect employees and building users
- Support legal compliance

Risk Assessment Process

Risk assessments will:

- Identify hazards
- Evaluate risks
- Determine control measures
- Assign responsibilities
- Be reviewed regularly

This policy will be reviewed annually.

11. LONE WORKING POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of maintaining safe operational arrangements for employees working alone.

Lone Working Controls

The company may implement:

- Supervisor communication procedures
- Scheduled welfare checks
- Emergency contact procedures
- Safe access arrangements
- Incident reporting procedures

Employees must report any concerns relating to lone working arrangements immediately.

This policy will be reviewed annually.

12. MODERN SLAVERY & ETHICAL EMPLOYMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to preventing modern slavery, forced labour, human trafficking, and unethical employment practices.

The company supports fair, lawful, and ethical employment practices throughout all operational activities.

Company Commitments

The company will:

- Conduct fair recruitment procedures
- Verify right-to-work documentation
- Promote lawful employment practices
- Maintain workforce welfare standards
- Encourage reporting of concerns

This policy will be reviewed annually.

13. BUSINESS CONTINUITY & EMERGENCY RESPONSE POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to maintaining operational resilience and continuity throughout periods of disruption, emergency situations, or unforeseen operational challenges.

Contingency Arrangements

The company may implement:

- Emergency staffing arrangements
- Supervisor escalation procedures
- Communication protocols
- Flexible workforce deployment
- Severe weather contingency planning

This policy will be reviewed annually.

14. COMPLAINTS & CORRECTIVE ACTION POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to responding professionally, fairly, and promptly to operational concerns, complaints, and service-related issues.

Complaint Handling Objectives

The company aims to:

- Respond promptly
- Investigate concerns fairly
- Maintain professional communication
- Implement corrective actions
- Improve operational performance

Corrective Action Procedures

Where issues arise, the company may:

- Conduct investigations
- Review procedures
- Provide workforce guidance
- Implement corrective actions
- Monitor improvements

This policy will be reviewed annually.

15. WASTE MANAGEMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to maintaining responsible waste management procedures throughout all operational activities.

Waste Management Objectives

The company aims to:

- Dispose of waste responsibly
- Reduce unnecessary waste generation

- Support recycling practices
- Maintain compliance with environmental requirements

Employees must follow waste disposal procedures appropriately.

This policy will be reviewed annually.

16. INFECTION PREVENTION & HYGIENE CONTROL POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of maintaining effective hygiene management and infection prevention standards throughout operational environments.

Operational Controls

The company may implement:

- Surface sanitisation procedures
- Colour-coded cleaning systems
- Hygiene-focused cleaning schedules
- PPE usage requirements
- Cross-contamination prevention measures

Employees will receive appropriate hygiene awareness training.

This policy will be reviewed annually.

17. KEYHOLDING & SITE SECURITY POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to maintaining secure operational procedures relating to keys, access arrangements, alarm systems, and site security responsibilities.

Security Procedures

The company may implement:

- Controlled key management

- Access logging procedures
- Alarm setting procedures
- Restricted area controls
- Incident reporting requirements

Employees are expected to maintain confidentiality and professionalism at all times.

This policy will be reviewed annually.

18. PPE & UNIFORM POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd is committed to ensuring that employees are provided with appropriate Personal Protective Equipment (PPE) where operationally required.

PPE Requirements

PPE may include:

- Gloves
- High-visibility clothing
- Safety footwear
- Face protection
- Protective aprons

Employees are expected to:

- Wear PPE appropriately
- Maintain PPE responsibly
- Report damaged PPE
- Follow uniform standards

This policy will be reviewed annually.

19. EMPLOYEE CONDUCT & PROFESSIONAL STANDARDS POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd expects all employees to maintain professional conduct, respectful behaviour, reliability, and operational accountability throughout all company activities.

Conduct Expectations

Employees are expected to:

- Behave professionally
- Maintain punctuality
- Follow company procedures
- Respect confidentiality
- Maintain professional presentation
- Treat others respectfully
- Follow health and safety procedures

Failure to maintain appropriate standards may result in disciplinary action.

This policy will be reviewed annually.

20. SOCIAL VALUE & COMMUNITY COMMITMENT POLICY

Policy Statement

NexaShine Commercial Cleaning Ltd recognises the importance of contributing positively to local communities, workforce development, equality, sustainability, and responsible operational practices.

Social Value Commitments

The company aims to:

- Support local employment opportunities
- Encourage workforce development
- Promote equality and inclusion
- Support safe working environments
- Encourage environmentally responsible practices
- Maintain ethical operational standards

The company remains committed to responsible and professional operational growth.

This policy will be reviewed annually.

END OF MASTER POLICY PACK