

# Time off request

If you are wanting time off from your usual schedule you must submit your request at least 2 weeks in advance.

Please note that this is a request only and must be approved. Any requests will be approved on a first-come-first-serve basis. If there is a busy holiday period coming up i.e. Summer holidays or the Christmas break, then we suggest you get your requests in as soon as possible.



# Time off request

We will try our best to approve all requests, but this may not always be possible. We strongly advise you not to make any travel plans until your request has been approved.

You can request time off with less than two weeks notice but these requests will be harder to accommodate and may be denied.



# Communication while on shift

Clear and consistent communication regarding the jobs is very important to the running of the business. Poor communication can lead to issues for other employees and our clients. While working these following occurrences must be reported to the on-shift supervisor right away.



1. If you are feeling unwell or sick
2. If you injured yourself in any way
3. If you have issues with any of your equipment
4. If you are missing any equipment or keys needed for a job
5. If you are unsure if an item is garbage/recycling or should be left
6. If any doors are locked and you do not have a key
7. If you are unable to complete any part of the cleaning task list for any reason
8. If you are running behind on a certain job
9. If you are running behind on your schedule for any reason
10. If there is any damage to our equipment or the client's property
11. If a client is on the premise and asks you to do any extra tasks
12. If a client is on the premise and makes a complaint
13. If a clients leave any form of communication i.e a note (take a picture)
14. If you feel unsafe for any reason
15. If you find anything out of the ordinary while on a job.
16. If anything out of the ordinary happens while on a job

These need to report as they happen, not at the end of the job, the end of the shift, and not the next day.



## Reporting low levels of client's janitorial inventory

If we are contracted to refill supplies at a client, for example, toilet paper or soap, please report low supply right away using our supply reporting procedure. Do not wait until they are fully out before filling out the supplies form.



# Safe driving for work policy

While driving company or own vehicles for work purposes, employees must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits.



The following actions in the company or own vehicles will be considered serious misconduct and may result in dismissal:

- drinking or being under the influence of drugs while driving
- driving while disqualified or without the correct licensed
- reckless or dangerous driving causing death or injury
- failing to stop after a collision
- the acquisition of penalty points that lead to the suspension of the license
- any action that warrants the suspension of a license

# Security Policy



The security of the property is the most important part of our work, for this reason it is mandatory to perform the following steps:

- Activate alarms when leaving
- Lock the doors properly
- Not open the door to strangers
- Avoid losing customer keys
- Double check alarms and doors when leaving

Note: Failing in any of the steps above will be considered gross misconduct and may be grounds for dismissal.

