

ENVIROSAFE

CLEANING CONCEPTS



Industrial Action Contingency Plan

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Enviro Safe Cleaning Concepts prides itself on its ability to operate at a high cleanliness level in the event of any form of industrial action.

We aim to achieve a 95% attendance record across our entire portfolio during national stay - away, planned or unplanned industrial action. We aim to achieve this largely through our training academy, Management stress the need for staff to put the client and its needs first.

Please allow me to illustrate briefly an overview of our Training program in order to lend support to our 95% attendance goal

Enviro Safe Cleaning Concepts Training Academy

Every year a total of 200 potential cleaners will be invited to interview with our human resources department, the interview process will filter out between 30 and 40 inadequate individuals for numerous reasons such as criminal records, ext.

The remaining candidates will then be requested to attend an intense two week practical on the job training program designed to teach all facets of the cleaning industry, they will learn how to operate and maintain equipment, the correct use of chemicals and there applications. This process normally filters out approximately 50 - 60 individuals who do not make the grade for various reasons.

The remaining candidates will then attend a 4 day theoretical workshop, during this period they will learn amongst other things the importance of putting the client first, we stress the importance of attendance especially during times of industrial action for this is what will set us apart from our competition.

The end result of our training academy will be approximately 90 highly motivated and highly skilled cleaners who understand the importance of complete "client satisfaction".

However although we are confident in our Training and its goals, we need also to be realistic and prepared for the worst case scenario, and therefore we have developed a complete "Industrial Action Contingency Plan".

Industrial action within the Cleaning Industry

We have a strict no work no pay policy, this prevents most staff from attending planned actions, should an employee wish to attend, he/she must provide 48 hour notice of their intentions. During the days leading up to these actions, management is in constant contact with staff.

On the day itself management of all levels will be on the roads by 07h30 with at least 4 fully trained cleaners per vehicle, in the event of absenteeism, a cleaner or cleaners are dropped at the relative sites.

Unfortunately there are elements in our society who do not respect the individual rights of employees whom wish to attend work during these times, our staff are often threatened, with this in mind we do allow our staff to remove their uniforms so as not to attract attention, we will also supply them with whistles so they may alert security personnel if they feel threatened in any way

National Industrial Action

As you are aware, National actions often result in a virtual transport system shut down, this makes it extremely difficult for employees to reach their places of work. In this event employees are instructed to take the earliest mode of transport possible, i.e., the 05h00 train.

Management are in constant contact with our cleaners via cell phones, we are updated as to their whereabouts at any given time, all our vehicles will be on the roads by 07h00, we pick up staff at stations, taxi ranks, community centre's and even at their residents, our managers will do whatever it takes to assist staff getting to their work place.

Enviro Safe Cleaning Concepts are based in Kempton Park, we have 30 fully trained employees whom reside within a 20 km radius of our offices permanently on standby (Crisis team), the addresses of these cleaners are well known to all management, should it be necessary these cleaners will be picked up and distributed between critical sites.

All levels of management including shareholders will perform any cleaning practices required to uphold cleanliness levels.

Description of priorities and Cleaning practices

Toilet Facilities	High Priority
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	Cleaners to replenish consumables Spots and Spills
Entrances	High Priority Spots and Spills
Refuse bins	High Priority Emptied & replace bag
Walk ways & Passages	Medium Priority Spots & Spills
Lifts	Medium Priority Spots & Spills
Offices space	Medium priority
Carpets	Medium Priority Spot vacuum
Walls, doors & fixtures	Low Priority Spot clean
Basements & Parking	Low Priority Litter Reaction
Back of house areas	Low Priority Litter reaction
Refuse areas	Low Priority General

Preventative Procedures

1. Ensure management is in possession of duplicates for all Hygiene Equipment and storeroom keys.

2. Ensure vehicles have sufficient fuel in case of unavailability of fuel
3. Ensure database is updated regularly with employees cellular phone numbers
4. Update crisis team addresses.
5. Conduct refresher training to all cleaners and management on Contingency Plan.

Key Responsibilities

1. Keep Client fully updated as to operational capabilities
2. Achieve highest level of cleaning in order of priorities