

Code Of Conduct

At Little Sparkle Cleaning Services, we are committed to maintaining a positive, professional, and ethical working environment. This Code of Conduct is designed to ensure that our employees uphold the highest standards of integrity, respect, and accountability in all their actions, both within and outside the workplace. All employees are expected to adhere to the principles outlined below.

1. Respect for People	<ul style="list-style-type: none"><li>Treat All Individuals with Respect: Show courtesy and respect to clients, colleagues, and members of the public at all times, regardless of race, gender, religion, sexual orientation, disability, or other personal characteristics.</li><li>Non-Discrimination: Little Sparkle Cleaning Services is committed to providing an environment free from discrimination and harassment. Employees should not engage in bullying, harassment, or any other conduct that creates a hostile or intimidating work environment.</li><li>Confidentiality: Employees must respect the confidentiality of clients and the company. Any information that is not publicly available must not be disclosed to unauthorized parties.</li></ul>
2. Professionalism	<ul style="list-style-type: none"><li>Work Ethic: Employees are expected to arrive at work on time, prepared, and ready to perform their duties to the best of their ability.</li><li>Integrity and Honesty: Employees must always act with integrity, honesty, and transparency in all their dealings with clients, coworkers, and the company. Falsifying documents, records, or engaging in dishonest practices is strictly prohibited.</li><li>Appearance and Uniform: Employees should present themselves in a</li></ul>

	<p>professional manner, wearing appropriate clothing and ensuring they adhere to the uniform requirements set out by Little Sparkle Cleaning Services.</p> <ul style="list-style-type: none"><li>• Workplace Conduct: Always act in a manner that reflects positively on the company, both when interacting with clients and while on the job.</li></ul>
<b>3. Health and Safety</b>	<ul style="list-style-type: none"><li>• Adhere to Safety Guidelines: Employees must follow all health and safety protocols, including the use of personal protective equipment (PPE) and safe handling of cleaning products and equipment.</li><li>• Report Hazards: Employees are responsible for reporting any workplace hazards, risks, or unsafe practices to management immediately.</li><li>• First Aid and Emergency Procedures: All employees must be aware of and follow the emergency procedures in place at each job site. Additionally, employees are encouraged to be familiar with basic first aid practices.</li><li>• Physical and Mental Health: Employees should inform management if they are experiencing any health issues that could impact their work performance or safety. Support will be provided where necessary.</li></ul>
<b>4. Compliance with Laws and Regulations</b>	<ul style="list-style-type: none"><li>• Australian Employment Laws: Employees must comply with all relevant Australian employment laws, including the Fair Work Act 2009, National Employment Standards (NES), and any other applicable regulations.</li><li>• Workplace Rights: Employees are entitled to a safe working environment, fair pay, and equal opportunities. Any concerns related to workplace rights should be raised with management.</li></ul>

	<ul style="list-style-type: none"><li>• <b>Environmental Compliance:</b> Employees should adhere to environmental policies and use cleaning products responsibly to minimize harm to the environment.</li></ul>
<b>5. Customer Service Excellence</b>	<ul style="list-style-type: none"><li>• <b>High Standards of Service:</b> Employees must ensure that they provide the highest quality of service to all clients. This includes completing tasks to the best of their ability and in a timely manner.</li><li>• <b>Respect Client Privacy:</b> Clients' personal information and property must be respected at all times. Employees should not take photographs or make personal use of clients' property without permission.</li><li>• <b>Feedback and Complaints:</b> Employees should always be receptive to client feedback and respond to complaints professionally and courteously. Any complaints should be reported to management to address and resolve the issue promptly.</li></ul>
<b>6. Use of Company Property and Resources</b>	<ul style="list-style-type: none"><li>• <b>Responsible Use of Equipment:</b> Employees are expected to use company property, tools, and resources responsibly and for their intended purposes. Any damage or misuse of company property must be reported immediately.</li><li>• <b>Maintenance of Equipment:</b> Employees must ensure that all equipment is kept in good working order and notify management of any equipment malfunctions or needs for repair.</li></ul>
<b>7. Conflict of Interest</b>	<ul style="list-style-type: none"><li>• <b>Avoid Conflicts of Interest:</b> Employees must avoid situations where their personal interests conflict with the interests of Little Sparkle Cleaning Services or its clients. Any potential conflicts of interest must be disclosed to management.</li></ul>

	<ul style="list-style-type: none"><li>• Gifts and Bribery: Employees are prohibited from accepting gifts or favors from clients or suppliers that may influence their professional judgment or create a perceived conflict of interest.</li></ul>
<b>8. Social Media and Online Conduct</b>	<ul style="list-style-type: none"><li>• Professional Online Presence: Employees should maintain a professional online presence, both on social media and other platforms. They must not post content that reflects negatively on the company or violates client confidentiality.</li><li>• Representing the Company: When discussing Little Sparkle Cleaning Services online, employees should be clear that their views are their own and not those of the company.</li></ul>
<b>9. Reporting and Accountability</b>	<ul style="list-style-type: none"><li>• Professional Online Presence: Employees should maintain a professional online presence, both on social media and other platforms. They must not post content that reflects negatively on the company or violates client confidentiality.</li><li>• Representing the Company: When discussing Little Sparkle Cleaning Services online, employees should be clear that their views are their own and not those of the company.</li></ul>
<b>10. Commitment to Professional Development</b>	<ul style="list-style-type: none"><li>• Training and Induction: Employees are expected to participate in training and induction programs as required to maintain and improve their skills, safety practices, and knowledge of compliance requirements.</li><li>• Continuous Improvement: Little Sparkle Cleaning Services is committed to fostering a culture of continuous improvement, and employees should always strive to improve their skills and contribute to the success of the company.</li></ul>

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