MAID FOR EACH OTHER LTD.

Performance Management Policy

1. Purpose

The purpose of this policy is to assure our clients that the cleaning services provided will consistently meet the highest standards of quality, hygiene, and professionalism. This document outlines how we manage and monitor the performance of our cleaning team to maintain these standards.

2. Commitment to Quality

We are committed to delivering top-tier cleaning services that align with the terms agreed in your contract. Our cleaning team are trained to ensure your premises are clean, safe, and welcoming.

3. Performance Standards

To ensure consistent quality, our cleaning team are required to:

- Complete all cleaning tasks as per the agreed schedule and within the designated time frame.
- Strictly follow health and safety guidelines, including the correct use of cleaning products and equipment.
- Maintain a high level of professionalism, which includes wearing uniforms and interacting respectfully with all office personnel.
- Promptly report any issues, damages, or irregularities found during cleaning to their supervisor.
- Achieve the quality standards specified in the contract.

4. Monitoring and Evaluation

We implement the following measures to monitor and evaluate cleaning performance:

- Daily Checklists: Our cleaning team complete daily task checklists, which are reviewed by supervisors to ensure nothing is missed.
- Daily Inspections: Supervisors conduct daily checks to ensure all tasks are completed to the required standard.
- Client Feedback: We regularly seek and value feedback from our clients to ensure satisfaction and make necessary adjustments.
- Monthly Performance Reviews: We conduct monthly performance reviews for our cleaning team to assess the quality of their work, adherence to schedules, and responsiveness to feedback.

5. Addressing Performance Issues

Should any performance issues arise, we have a structured process to address them:

- Initial Counselling: Minor issues will be addressed directly with the team member to provide guidance and corrective measures.
- Performance Improvement Plan (PIP): For more significant issues, the team member will be placed on a PIP with specific goals and timelines for improvement.
- Formal Warnings: Continued underperformance may lead to formal warnings, with a maximum of two warnings before further action is taken.
- Reassignment or Termination: Persistent underperformance, despite interventions, may result in reassignment or, if necessary, termination of employment.

6. Client Satisfaction and Continuous Improvement

We are dedicated to ensuring your complete satisfaction with our services. To achieve this:

- Performance Incentives: We motivate our team to excel by offering incentives for high performance, which helps maintain consistent service quality.
- Recognition Programmes: Outstanding team members are recognised through our “Employee of the Month” programme, ensuring motivated and engaged employees.

7. Documentation and Transparency

All performance-related activities, including inspections, client feedback, and corrective actions, are thoroughly documented. These records are regularly reviewed to ensure that our performance management process is both fair and effective.

8. Regular Policy Review

We review this policy annually to ensure it remains effective and responsive to client needs. We welcome any feedback you may have to help us improve our services.

9. Communication and Queries

We are committed to clear and open communication with our clients. If you have any questions or concerns regarding our performance management practices, please do not hesitate to contact your designated supervisor or our customer service team.

This policy reflects our commitment to providing high-quality office cleaning services. We value your partnership and are dedicated to maintaining the cleanliness and professionalism of your office environment.