

EMPLOYEE HANDBOOK

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COMPANY INFORMATION

Business name: Maid for each other Ltd
Unit 5 Medco House, Monument Way East, Woking, GU21 5LY
Senior team members:
- Mihaela Cristian – Company director
- Andrei Constantinescu – General Manager and Admin

Contact details:
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COMPANY HISTORY

We are a family-run business dedicated to providing top-notch cleaning services for both homes and businesses.

With years of experience under our belts, we have assembled a team of highly skilled cleaning professionals who work diligently to deliver exceptional results every time. At Maid For Each Other, we understand the importance of reliability, professionalism, and expertise in the cleaning industry. That's why we strive to uphold these values in every job we undertake. You can trust us to handle all your cleaning needs with the utmost care and attention to detail.

- We use our own products and the latest professional cleaning equipment.
- We offer a 72 hours guarantee for every job we undertake*
- All work is fully insured
- Official member of the Domestic Cleaning Alliance and Domestic Cleaning Business Network and BICs
- We are part of the few Google Guaranteed Local Services providers - 5 star rated and highly recommended.
- Checkatrade Guaranteed 5 star services.
- Highly rated on Checkatrade, Bark and Yell.
- Respected contractor for Romans and Leaders Estate Agencies.

We currently cover a 10 mile radius around Woking: Weybridge, West Byfleet, Walton on Thames, Saint George's Hill, Twickenham, Richmond, South and West London, Kingston upon Thames, Leatherhead, Guildford, Godalming, Farnborough, Farnham, Cobham, Camberley, Bracknell, Basingstoke, Aldershot
Postcodes: GU, KT, RG, RH, TW, CR, SW

COMPANY MISSION STATEMENT

Welcome to Maid For Each Other, your local cleaning company in Surrey, South London, Hampshire and Berkshire. As a family-run business, we take pride in providing exceptional 5-star cleaning services to both domestic and commercial clients.

Our team consists of highly experienced cleaning operatives who are passionate about delivering top-quality results for your home or office. From regular house cleanings to deep cleans and everything in between, we offer a wide range of services to meet all your cleaning needs.

What sets Maid For Each Other apart is our reputation for reliability, professionalism and years of experience. We understand the importance of having a clean and tidy environment, which is why we strive to exceed expectations with every job we undertake.

COMPANY CULTURE

Our company is set on 10 pillars that maintain us as the top option for cleaning services in Surrey and beyond:
- Integrity
- Innovation
- Accountability
- Honesty
- Respect
- Trust
- Teamwork
- Adaptability
- Commitment
- Diversity

GENERAL NOTICES

GDPR
Maid for each other Ltd is registered with the Information Commissioner's Office and is compliant with General Data Protection Regulation. Our Privacy Policy document is provided on the next page of this Employee Handbook.

YOUR EMPLOYMENT CONTRACT
Your employment contract may change from time to time in relation to our changing needs and to your own ability. While colleagues are on holiday or off sick, it may become necessary for you to take over some of their duties. In the same way while you are on holiday or off sick, colleagues will perform some of your duties.

HOURS
You will not be required to work more than the maximum number of hours prescribed by law (currently 48 hours per week).

BREAKS
You must not take breaks during client time. It is suggested that you use your travel time as your break time. If you are driving, please do not eat or drink whilst driving as this is dangerous, but take 5 minutes before entering a client's premises to eat or drink as needed. Have a bottle of water with you throughout the day so you can stay hydrated as you work.

JOB FLEXIBILITY
It is an express condition of employment for you to be prepared, whenever necessary, to carry out additional duties within the company. This may include helping train new team members, flyering, helping with marketing resources or other duties that are reasonable to ensure we operate to maximum effectiveness.

CHANGES IN PERSONAL DETAILS
You must notify us of any change of address, telephone number, marital status etc, so we may maintain accurate information on our records and make contact with you in an emergency. Such changes should be notified to the General Manager or Company Director. Failure to supply us with such information may result in disciplinary action.

PROBATIONARY PERIOD
You join us on an initial probationary period of 10 weeks. During your probationary period your work performance, reliability and general suitability will be assessed and, if satisfactory, your employment with us will continue.

If your work performance is not up to the required standard or you are considered to be generally unsuitable, we may either extend the probationary period in order that remedial action may be taken, or terminate your employment.

At the end of your probationary period, you will again be assessed and if satisfactory, you will become a member of our regular staff.

WAGES, SALARIES AND BENEFITS

PAYMENT

Payment will be done according to the Service Agreement you have signed. Dates and payment amount will be respected by Maid for each other Ltd with utmost strictness.
Any queries that you may have should be raised initially with the General Manager or Company Director.

OVERPAYMENTS
If we accidentally overpay you, you must immediately notify your General Manager. Failure to report an overpayment may result in disciplinary action.

The total overpayment will usually be deducted from your next fortnightly wage.

If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period - this should be discussed with the Company Director only.

INCOME TAX
At the end of every tax year our online payroll system will provide you with a P60. This shows the total pay you have received during the year and the total amount of income tax deductions and national insurance contributions made on your behalf.

Your P60 form may be necessary when making enquiries with HM Revenue & Customs or Benefits Agency.

PENSION SCHEME
All qualifying workers will be given the option of joining our contributory pension scheme. You will be notified if you become eligible to join and will have the ability to opt out if you wish.

PAY REVIEWS
At Maid for each other Ltd, we believe in paying the highest rates in the area. We review this annually and will adjust if we feel we are no longer competitive in the marketplace.

SHORTAGE OF WORK/LAYOFFS
If there is a shortage of work, we will endeavour to maintain a continuity of employment.

This may entail placing people on short time, or suspending employees from work without pay, other than statutory guaranteed payments. This will be done in accordance with the provisions of current employment law.

TRAVEL EXPENSES
We will reimburse you for costs incurred whilst travelling on our business. This rate will be reviewed annually and is set to cover the cost of fuel and wear and tear on your vehicle. It is not designed to cover fixed costs such as insurance and tax.

You may also be able to claim an additional tax relief on your business mileage using form P87 which is available from HMRC's website. If you require any information for form P87, please refer to the HMRC website.

DECLARATION IN RELATION TO DEDUCTION FROM WAGES

The following provision is an express written term of your contract of employment in accordance with Section 13 Employment Rights Act 1996.

- Damage to vehicles, stock or property, which is the result of your carelessness, negligence or deliberate vandalism, will render you liable to pay the full or part of the cost of repair or replacement.

- Any loss to us resulting from your failure to observe rules, procedures or instructions, or as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to reimburse us the full or part of the cost of the loss.

- If you have taken more holiday than you have earned at the termination of your employment on a pro rata basis the appropriate deduction will be made from any final payment due to you from us.

In the event of your failure to pay, we reserve the right to deduct such costs from your pay.

Such deductions will be made in accordance with the provisions of the Employment Rights Act 1996.

QUALITY OF SERVICE & CONDUCT

STANDARDS OF DRESS

As you are liable to come into contact with customers and members of the public you must present a professional image in both your appearance and dress.

You will be provided with a uniform top to wear when you start work with us. You must wear black trousers or leggings and also suitable footwear that is comfortable, smart and safe for you to wear in clients' homes and premises. You may also wish to have 'indoor' shoes to wear in client's homes.

You should wear your uniform **at all times** when carrying out your duties for Maid for each other Ltd. It is your responsibility to keep your uniform clean.

Should you require a replacement uniform, please ask the Company Director well in advance to complete a request form on your behalf.

RESPECT

It may sound obvious, but when cleaning you are often in other people's homes. If a client is at home, be courteous and helpful and if they are not at home, it is your responsibility to ensure you look after their home and possessions at all times.

- Never eat or drink customers' food
- Never smoke in **or near** a customer's house
- Never look through personal belongings
- Never use the customer's phone to make a call
- Never play with a customer's TV or other equipment
- Never rest by sitting or lying on customers' furniture
- Never use your mobile for personal calls whilst in a client's home

CLIENT HEALTH CHECKS & FEEDBACK

The company director, general manager or any supervisor may visit you occasionally during your working day to provide assistance, replacement equipment and products you may be missing. They may also check round the property to ensure clients are receiving the best service possible and make note of any problems or tasks to be scheduled in. The responsible person may also check you are using the correct products for a particular job and whether you are wearing your uniform and/or personal protection equipment.

The aim of the *Home Health Check* is to support you to provide the best service to our clients. The only circumstances in which results of *Home Health Checks* would be used as a disciplinary tool are if there are consistently the same problems found over a period of time.

We also contact clients regularly to ask for feedback. Your General Manager will use this feedback to acknowledge what a great job you are doing and also to discuss with you any areas for improvement.

COMMUNICATION WITH CUSTOMERS

You may meet customers as part of your daily routine and it is important you know how to handle enquiries and questions effectively. If you don't know the answer to a question, simply make a note and tell the customer that they should contact the company via WhatsApp, email or phone .

You are given responsibility to answer questions about our service that are simple and known in full by yourself. Please never be negative about your colleagues or Maid for each other Ltd as a company. Please always be positive, helpful and polite.

The customer may ask or leave a note asking for small changes to the clean for that visit which would not incur an extra charge – use your own judgement whether you have the equipment/knowledge to carry out the request. If at all possible, the answer is always **YES.** If you don't have the relevant equipment/expertise, please tell the client or leave a note explaining why and whether it will be possible to carry out the task next time instead.

If the customer says they have a friend who is interested in our service, please make a note and give them one of our business cards. Alternatively, the customer may give you the contact details of their friend, in which case thank them and pass on to your General Manager.

Clients may give you verbal or written positive feedback. Please make a note and pass on to your General Manager to ensure you receive recognition.

Should a client approach you with the request that you carry out any additional hours for them 'privately', please politely decline and tell them you would be breaching your contract of employment if you did so and that all additional hours must be booked via your General Manager.

Should you be approached to take over the contract on a private basis, please politely decline telling the client that you would be breaching your contract of employment if you did so for which you could be sued for loss of profits and for which the client would incur a recruitment fee of at least £600.

HANDLING THE DAY TO DAY

YOUR EQUIPMENT
You are responsible for ensuring your cleaning equipment and materials are replenished daily or weekly depending on your schedule. Please refill from the bottles provided as required. Do not use any items not provided by Maid for each other Ltd. Please keep your cleaning equipment and materials caddy clean and tidy at all times.

You will be given a set of equipment including: hoover, bucket and mop, caddy and other professional equipment for oven and/or steam carpet cleaning. Please keep these in a clean and tidy condition at all times.

Check vacuums and vacuum tool sets regularly to ensure no items are missing and that cables and plugs are intact and safe.

Use of our equipment or any cleaning materials for a purpose other than normal duties is not permitted without permission from your General Manager.

SCHEDULING SOFTWARE
We use a scheduling app called Zenmaid which you will need to download to your phone so you can see your schedule, client notes, addresses, etc. You will also be required to log in and out on the app when you arrive and leave a clients. This is for your security so we know where you are and also so that if a client queries timings, we have evidence of when you were there to protect our integrity.

EQUIPMENT BREAKDOWN
Should your vacuum or iron become inoperable during a clean, the easiest option is to find and use the customers own to complete the task. Please then leave the item at the office with a note attached explaining what the problem is. Your General Manager will then test the item before requesting a repair/replacement.

CAR BREAKDOWN
Should your car breakdown during the day please call your General Manager to assist you. In the first instance, they may simply provide transport to and from your clients for the remainder of your shift. We recommend that you take out Breakdown Cover, which can cost as little as £50 per year.

ACCESS ISSUES
From time to time, a client may forget to leave a key or set the alarm by mistake, etc and you cannot get into a house or office. Please call your General Manager immediately for assistance and advice.

ALARMS
Many of our clients have house alarms. Where this is applicable, you find notes saved in ZenMaid with the instructions provided by the client. Please do not write down any alarm codes as this presents a security risk. Do not forget to **reset the alarm** on leaving. Consistent failure to effectively secure a client's property will be subject to our disciplinary procedure.

CAN'T FIND AN ADDRESS
Your sat nav is a machine and not infallible. In some circumstances it may not take you right to the door of a client. Please do not drive around aimlessly trying to find an address. Firstly, trust the sat nav to take you most of the way there, then ring your General Manager for advice and assistance. When using a postcode be aware that postcodes often cover more than one street, so sometimes it's better to put the actual address in.

INJURY/ILLNESS
If you injure yourself or become ill whilst cleaning and the injury or illness hinders you from continuing the clean, make sure you notify your General Manager immediately so another team can be assigned to cover for you or so that the customer can be informed that their clean may not be up to standard that visit.

If a customer injures themselves while you are cleaning, be sure to note the date and time of the event, as well as how they injured themselves. This information may protect you later on if they try and blame you for their injury.

MOBILE PHONES AND DRIVING
The use of hand-held phones while driving, for making or receiving a call or performing any other interactive communication function is strictly prohibited during your working day.

COLLECTING PAYMENTS
Clients will often leave out cheques or cash to pay for their service. Please always double check with you General Manager if you are not provided with notes about this in the morning.

WASTAGE
We operate a policy of minimum waste. This is essential to the cost effective and efficient running of all our operations. You can help us achieve this by following the following simple rules:

- Do not use more products and/or materials than required for effective completion of tasks
- Always use the correct product and equipment for a task
- Do not leave items behind at clients' homes or premises
- Handle all machinery and equipment with care

BREAKAGES
Obviously you must take every care with clients' ornaments, furniture, etc. **Do not rush** too much so that you are causing a hazard to yourself or your clients' homes. We understand that accidents do still happen and we only have one rule which is you must **tell the client and ourselves** what has taken place. Failure to report a breakage could lead to disciplinary action.

Never throw away broken parts. Leave it up to the customer whether they want to throw an item away or attempt to repair it. Remember, items may have sentimental value.

Please leave the client a polite note apologising and explaining what has happened. Then call your General Manager so they are aware of the problem in advance.

Do not offer to pay for repairs or replacements. Most clients will accept that accidents happen and will say 'never mind' but if not, then tell them you will ask your General Manager to call them.

Sometimes, we will replace or repair an item as a goodwill gesture but we will never deduct amounts from your wages except in exceptional circumstances such as persistent carelessness, malicious damage or theft.

DRUGS & ALCOHOL
You should not at any time bring onto the company or any clients' premises any item of alcohol or drugs (other than those prescribed by your doctor).

We may test for drugs and alcohol. If you are found to be under the influence of either, this will be considered gross misconduct.

TIME KEEPING
You must attend work punctually at the specified times. Lateness in attending work more than once a week, or on more than three times in a month may lead to disciplinary action.

You must attend clients' premises for the time periods specified on your weekly schedule. Leaving without completing the set number of hours for any reason is not acceptable and will be considered **gross misconduct** which can result in **summary dismissal**. Equally, please do not stay over your allotted time without the permission of your General Manager as you may not be paid for this time.

OTHER EMPLOYMENT
Whilst you are employed by us you **may not** undertake any other form of employment or self-employment without the express permission of your General Manager.

Such permission will not be unreasonably withheld if there is no conflict of interest or effect on your work for Maid for each other Ltd.

USE OF OWN VEHICLE ON COMPANY BUSINESS

You are required to use your own vehicle for Maid for each other Ltd business, you must keep it clean, tidy and in a roadworthy condition.

All drivers must provide their General Manager with a photocopy of their driving license and insurance certificate.

You will receive a mileage allowance calculated from either our office or your first client (depending on where you are starting that day), then to all clients and back to the office (unless you choose to go straight home). This payment will be paid with your wages and is not subject to Tax and National Insurance. It will show as 'Mileage Allowance' on your pay slip.

BEHAVIOUR AT WORK

We must all behave with civility towards others. Rudeness cannot be tolerated towards other members of staff, customers or members of the public. Objectionable or insulting behaviour or bad language will render you liable to disciplinary action.

We must all use our best endeavours to promote the interest of the business. During normal working hours you must devote the whole of your time, attention and ability to the business.

You are not allowed to have personal dealings with our customers, or suppliers.

Involvement in activities, which could be construed as being in competition with us, is forbidden.

Confidential information regarding our business or trade secrets must not be disclosed to anybody either during or after the termination of your employment.

All reasonable instructions are to be carried out to the best of your ability.

SECURITY - RIGHT OF SEARCH

We have the right to carry out random checks of your person and property (including vehicles) at any time whilst you are on our premises or engaged in our business. Such checks do not imply suspicion in relation to the individual concerned.

In the event of a search, if practicable you will be accompanied by a third party who is on the premises at the time a search takes place or at the time that any further questioning takes place.

You may be asked to remove the contents of your pockets, bags, vehicles etc.

You have the absolute right to refuse to be searched. An unreasonable refusal by you to agree to a search may be a breach of your employment contract and may result in disciplinary action.

We have the right to call in the police at any stage.

EMPLOYEES' PROPERTY
As we do not accept liability for loss of, or damage to property please do not bring personal items of value to work with you.

TRADE UNION MEMBERSHIP
You are under no obligation to join a Trade Union. You are free to join or not join any Trade Union of your choice.

STATEMENTS TO THE MEDIA
You must never under any circumstances make statements to the media about Maid for each other Ltd or your employment with us.

BUSINESS INTEGRITY
You may not at any time undertake any work for current or former clients of Maid for each other Ltd on your own account. This applies for a period of twelve months after termination of your employment with Maid for each other Ltd. Should you be approached by such clients, you must make them aware they will be subject to a recruitment fee of a minimum of £600 and that you would be breaching employment laws should you work for them.

You may also not approach any Maid for each other Ltd team member to undertake any work with you now or for a period of twelve months after termination of yours or their employment with Maid for each other Ltd.

We will take legal action for any breach of your employment contract and will pursue a claim against you for lost profits arising as a result of any breach.

CONFIDENTIALITY

Any information which…

- is or has been acquired by you during or in the course of your employment, or has otherwise been acquired by you in confidence;
- relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort and
- has not been made public by us, or with our authority,

…shall be confidential and unless in the course of our business or required by law, you shall not, either before or after the termination of your employment disclose such information to any person without our prior written consent.

You shall exercise reasonable care to keep safe all documents or other material containing confidential information, and on the termination of your employment, or at any other time, upon demand return to us such material in your possession.

LOST PROPERTY
If you discover property belonging to another, this should be handed to your General Manager who will retain it whilst attempts are made to discover the owner.

FRIENDS AND RELATIVES CONTACT
Friends and relatives should be discouraged from contacting you during your working day except in the case of emergency. You must not make or receive personal calls or texts whilst at a client's home or premises.

TRAINING AND DEVELOPMENT

When you start, you will complete a minimum of two weeks training either working alongside your General Manager or a senior member of the team, or we may manage your training by popping in to cleans throughout the day to support you during your first two weeks or so, depending on availability.

Should you wish to progress within the company, you should discuss this with your General Manager so you can formulate a training plan to help you progress.

We aim to reward top performers in every position in the company and no role in the business is considered more important than any other, so if you are happy being a cleaner, that's fantastic as we couldn't operate without you!

EQUAL OPPORTUNITIES POLICY STATEMENT

- We are an equal opportunities employer.
- All employees and job applicants will be treated equally.
- No employee or potential employee will receive less favourable treatment on the grounds of sex, race, colour, religion, religious belief, nationality, ethnic origin, age, disability, sexual orientation or on the basis of gender re-assignment.
- No employee or potential employee will be disadvantaged by any conditions of employment or requirements that cannot be justified as necessary on operational grounds.
- Decisions about appointments, training, developments and promotion will be made on the basis of merit or ability.
- All employees have a personal responsibility for the application of this equal opportunity policy, which extends to the treatment of both fellow employees and customers.
- Managers and supervisors involved in recruiting, selecting, promoting and training employees have a special responsibility for the practical application of this equal opportunity policy.
- Any employee who believes he or she may have been unfairly discriminated against is encouraged to use our grievance procedure.
- Any employee who conducts himself in a discriminatory manner (whether on the grounds of sex, race, colour, religion, religious belief, nationality, age, ethnic origin, marital status, disability, sexual orientation or gender re-assignment) towards another employee, customer or member of the public will be guilty of gross misconduct and will be subject to disciplinary action.

PERSONAL HARASSMENT POLICY & PROCEDURE

INTRODUCTION
Personal harassment takes many forms, ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always serious and is totally unacceptable.

We recognise that personal harassment can exist in the workplace as well as outside and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

POLICY
We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.

EXAMPLES OF PERSONAL HARASSMENT
Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:

- Insensitive jokes and pranks
- Lewd or abusive comments about appearance
- Deliberate exclusion from conversations
- Displaying of abusive or offensive writing or material
- Unwelcome touching
- Abusive, threatening or insulting words or behaviour

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.

INFORMAL COMPLAINT
We recognise that complaints of personal harassment and particularly of sexual harassment can sometimes be of a sensitive nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure.

In these circumstances you are encouraged to raise such issues with a senior member of staff of your choice, whether or not that person has a direct supervisory responsibility for you.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally, then you should hand a written request to the harasser - your supervisor, or senior member of staff can assist you in this.

FORMAL COMPLAINT
Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a member of management as a formal written complaint and again, the senior member of staff noted above can assist you in this.

If possible, you should keep notes of the harassment so that the written complaint can include:-

• The name of the alleged harasser

• The nature of the alleged harassment

• The dates and times when the alleged harassment occurred

• The names of any witnesses

• Any action already taken by you to stop the alleged harassment

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with pay until the matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with our disciplinary procedure. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

When the investigation has been concluded a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered before the final report is sent, in writing, to you and the alleged harasser.

GENERAL NOTES ABOUT PERSONAL HARASSMENT
If the report concludes that the allegation is well founded, the harasser will be subject to disciplinary action in accordance with our disciplinary procedure.

An employee who receives a formal warning or who is dismissed for harassment may appeal against the disciplinary action by using our disciplinary appeal procedure.

If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is untrue and has been brought with malicious intent, disciplinary action will be taken against you.

HOLIDAYS

Holiday Entitlement

Full time employees will receive a paid holiday entitlement of 28 days (including bank holidays) annually. Part-time employees will receive a pro-rata entitlement.

Our holiday year runs from January to December and holiday is paid at your usual hourly rate. You are able to carry forward unused holiday to the following year of up to a maximum of 3 days. There is no cash alternative to unused holiday unless by special permission from your General Manager.

If on termination of your employment, any holiday has been accrued but not taken, you will be paid for this in your final payment. Any overpayment of holiday will be deducted from your final payment.

This is an express written term of your contract of employment in compliance with Section 13 Employment Rights Act 1996.

HOLIDAY BOOKING PROCEDURE

Holidays will be allocated on a first come, first served basis. This is to ensure adequate staffing levels and operational efficiency is maintained through the year.

You must not make any firm holiday plans until your request has been approved.

At least 7 days notice is required of your intention to take holidays of two days or more. Less than 7 days notice will result in your absence being recorded as an unplanned absence.

For holidays of one day only, at least 3 days notice is required. Less than 3 days notice will result in your absence being recorded as an unplanned absence.

Holidays of more than 10 consecutive working days may not normally be taken so please talk to your General Manager should you require additional holiday time.

Each request will be considered on its own merits and written approval or refusal will be made.

Please complete a holiday request form for all holiday requests. These are kept in the office.

SICKNESS & OTHER ABSENCES

NOTIFYING US OF YOUR ABSENCE
Unless you have provided us with a sick note, then on each day of sickness/unplanned absence **YOU MUST TELEPHONE THE OFFICE ON +44 7306 516888 BEFORE 8AM** to notify us of your condition.

PLEASE DO NOT phone or text your General Manager to notify them of an absence. You can however call them within office hours 8am to 4pm to update them on any ongoing absences.

EVIDENCE OF INCAPACITY FOR WORK
If your absence is for longer than 7 days, or you know it will be, you must send a medical certificate to us.

If your absence is for longer than 7 days, you must supply us with a doctor's medical certificate to cover. You must notify us at the end of each subsequent period of sickness covered by a medical certificate of your intention to return to work, or not.

For every further seven days period of absence we require further notification and medical certificates.

MATERNITY AND PATERNITY LEAVE
Maternity and paternity leave and pay are based upon the statutory limits current at the time. Due to the physical nature of the role, it is company policy for all cleaning team members to commence their maternity leave at the earliest time of 11 weeks prior to the due date.

If you are adopting a child you are also entitled to leave and again this will be based upon the current statutory limits.

Please talk to your General Manager to discuss in more detail.

OTHER TIME OFF
Unpaid parental leave will be granted in line with current legislation

Reasonable time off will be granted to deal with unexpected family crises and emergencies. This will be unpaid and you must keep your General Manager informed of the situation daily and the likely length of absence.

Other unpaid leave will only be granted in exceptional circumstances and is at the discretion of your General Manager.

Because your working day usually finishes well within office hours, you will be expected whenever possible to make appointments for medical or dental or other reasons outside working hours. Where this is not possible, time off will be granted at the discretion of your General Manager, but in busy periods is not guaranteed.

STATUTORY SICK PAY

If you are sick for four or more consecutive days, you will be paid Statutory Sick Pay (SSP) by us, provided you meet the criteria in the SSP Regulations.

SSP is treated like wages and is subject to Income Tax deductions and National Insurance contributions.

You are only entitled to SSP on qualifying days; these are days on which you would normally be available for work.

The first three qualifying days of sickness are waiting days. SSP is not payable for these.

You will not be paid SSP after the initial 7 days of sickness if you do not supply a medical certificate.

Where a second or subsequent period of illness or incapacity of more than three days is linked to a previous period of illness or incapacity within 56 days, waiting days need not be repeated.

ABSENCE THROUGH CONTINUED SICKNESS

All team members are expected to meet a minimum attendance level of 95% and failure to meet this target, unless there are exceptional circumstances, will result in disciplinary action and potentially lead to dismissal. We measure attendance on a quarterly basis.

A serious view is taken of non-genuine sickness leave. Where this occurs it will result in disciplinary action being taken.

Absence through continued sickness, even where a medical certificate has been submitted, will not always be a sufficient justification for your absence. While a medical certificate gives the reason for your absence, we may decide repeated absence for these reasons is not acceptable and may terminate your employment with us or lay you off temporarily without pay until such time as you are able to return to work and we have an opening for you.

In deciding whether your absence is acceptable or not, we will take into account the reasons and extent of your absence, including absence caused by sickness. Before consideration is given as to whether your absence is acceptable or not we shall discuss your absence with you to try to resolve any problems there may be.

Any sickness absence of more than 4 weeks will be considered long term sickness absence and may result in termination of your employment. We will handle this on an individual basis.

We cannot operate effectively with a high level of absence as it reduces our efficiency and competitiveness in the market place.

CAPABILITY TO CARRY OUT YOUR DUTIES

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

If we have concerns regarding your capability, we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. This will be done in an informal manner in the first instance and you will be given time to improve.

If your standard of performance is still not adequate, you will be informed in writing that a failure to improve and to maintain the performance required could lead to dismissal.

We will also consider the possibility of a transfer to more suitable work if possible. If we cannot transfer you to more suitable work and there is still no improvement after a reasonable time, you will be issued with a final reminder that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed.

PERSONAL CIRCUMSTANCES

Personal circumstances may arise in the future, which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health).

If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report.

Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter if the need arises.

When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances, which prevent you from attending work, either for a prolonged period or periods of time or for frequent short periods. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level and again this can usually be most easily obtained by asking your own doctor for a medical report.

When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

TERMINATION OF EMPLOYMENT

REDUNDANCY ARRANGEMENTS

If circumstances arise where redundancy may be a possibility the first steps will be to:

- Reduce overtime to a workable minimum.
- Restrict recruitment.
- Investigate measures, such as short time working and/or layoff without pay.

If redundancies are unavoidable, consideration will first be given to the retirement of employees over the normal retirement age and any applications for voluntary redundancy, where acceptable.

If selecting employees for redundancy is necessary, the criteria for selection will be discussed with you at the time. A fair procedure will be applied. At all times the overriding consideration will be the future viability of the business.

RETIREMENT

There is now no upper limit to the age you can work to at Maid for each other Ltd, however we reserve the right to terminate your employment on grounds of capability but would not do so unless no other option was available.

TERMINATION OF EMPLOYMENT BY EMPLOYEE WITHOUT GIVING NOTICE

If you terminate your employment without either giving or working the required period of notice as indicated in your employment contract you will have an amount equal to the balance of notice period not worked deducted from any termination pay which may be due to you.

This is an express written term of your employment contract in accordance with section 13 Employment Rights Act 1996.

RETURN OF COMPANY UNIFORM & EQUIPMENT

On termination of your employment you must return all uniform, training manuals, PPE, equipment and other items issued to you or in use by you that belong to Maid for each other Ltd.

Failure to do so will result in recovery being deducted from any monies outstanding to you. This is an express written term of your employment contract in accordance with Section 13 Employment Rights Act 1996.

DISCIPLINARY PROCEDURE

Our aim is to encourage improvement in individual conduct or performance. This procedure sets out the action which will be taken when disciplinary rules are breached.

The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.

At every stage employees will have the opportunity to state their case and be represented or accompanied, if they wish, at the hearings by a trade union representative or a work colleague. An employee has the right to appeal against any disciplinary penalty.

THE PROCEDURE

Stage 1 - first formal warning
If conduct or performance is unsatisfactory, the employee will be given a written warning or improvement notice. Such warnings will be recorded, but disregarded after 12 months of satisfactory service. The employee will also be informed that a final written warning may be considered if there is no satisfactory improvement or change. (Where the first offence is sufficiently serious, it may be justifiable to move directly to a final written warning.)

Stage 2 - final written warning
If the offence is serious, or there is no improvement in standards, or if a further offence of a similar kind occurs, a final written warning will be given which will include the reason for the warning and a note that if no improvement results within 2 weeks, action at Stage 3 will be taken.

Stage 3 - dismissal or action short of dismissal
If the conduct or performance has failed to improve, the employee may suffer demotion, disciplinary transfer, loss of seniority or dismissal.

GROSS MISCONDUCT

If, after investigation, it is confirmed that an employee has committed an offence of the following nature (the list is not exhaustive), the normal consequence will be dismissal without notice or payment in lieu of notice:

- theft, damage to property, fraud, incapacity for work due to being under the influence of alcohol or illegal drugs, physical violence, bullying, failure to comply with health & safety guidance and gross insubordination.

While the alleged gross misconduct is being investigated, the employee may be suspended, during which time he or she will be paid their normal pay rate. Any decision to dismiss will be taken by the employer only after full investigation.

APPEALS

An employee who wishes to appeal against any disciplinary decision must do so to their General Manager in writing within five working days. A Senior Manager will hear the appeal and decide the case as impartially as possible.

GRIEVANCE PROCEDURE

The main aim of the grievance procedure is to allow employees an immediate means by which a grievance relating to your work can be aired and resolved.

Nothing in this grievance procedure is intended to prevent you from informally raising a matter you wish to mention.

Informal discussion can frequently resolve problems without the need for a written record.

If you do wish your grievance to be formally recorded and investigated please make this clear at the outset.

IF YOU FEEL AGGRIEVED AT ANY MATTER DURING THE COURSE OF YOUR EMPLOYMENT YOU SHOULD:

1) Raise the matter with your General Manager. If your General Manager is the subject of the grievance you should raise the matter with our Company Director.

2) Fully explain the nature and extent of your grievance. If you wish, you can be accompanied by a companion, who can be a co-worker or a suitably qualified official of a trade union.

   The companion will be permitted to confer with you and allowed to address the hearing but not to answer on your behalf. The companion will be allowed time off work with pay to undertake this role.

3) If no resolution of the matter is initially possible the matter will be brought to the attention of our Company Director.

HEALTH, WELFARE AND HYGIENE

The following persons are responsible for the following tasks related to your Health & Safety:

Overall & final responsibility	General Manager
Risk Assessments	General Manager
Appointed Persons for First Aid	General Manager
Day-to-day responsibility	General Manager
Safe Equipment	General Manager
Safe Handling & Use of Substances	General Manager
Health & Safety Induction Training	General Manager
Ongoing Health & Safety Training	General Manager
Accidents at Work	General Manager

The Health & Safety Law Poster is displayed at our office at address.

OUR MAID FOR EACH OTHER LTD HEALTH & SAFETY POLICY:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions
- to review and revise this policy as necessary at regular intervals.

All employees must:

- co-operate with supervisors and managers on health and safety matters;
- not interfere with anything provided to safeguard their health and safety;
- take reasonable care of their own health and safety;
- report all health and safety concerns to their General Manager

Full details of our health & safety arrangements are available for your information in the folder at the office marked Health & Safety.

RISK ASSESSMENTS
We have carried out risk assessments for every cleaning task you will be carrying out. Your General Manager will go through these during your induction training but copies are available in the unit for your information in the folder marked Health & Safety.

GENERAL RISKS
We have listed below some common risks associated with your cleaning job. Please be aware of them and the controls we have in place to minimise these risks. Please also refer to the Health & Safety folder for more detailed risk assessments.

Potential Risk	**Controls in Place**
Irritation to skin caused by contact with chemicals	Wear gloves & other PPE.
Possible slips on wet floor	Use signage. Do not return to room when floor still wet
Inhalation of fumes due to mixing of chemicals.	Use chemicals only for purpose. Do not mix chemicals. Read COSHH Data Sheets & Risk Assessments
Potential scalding from hot water	Take care to maintain temperature control. Wear gloves.
Damage to eyes caused by spray bottles	Take care that spray is pointing in right direction before use. Use only as directed. Read COSHH Data Sheets & Risk Assessments.
Damage to eyes caused by splashes.	Eye goggles to be worn
Electrocution from broken cables.	Visually inspect equipment before use. General Manager to monitor equipment safety & repair. Regular PAT Testing.
Trip over cable	Keep cable behind line of work. Do not allow cable to become taut at ankle height.
Injury due to falls.	Never stand on any item of furniture, etc to reach. Use small stepladders provided or long reach handles.
Back injury due to movement of furniture	Move heavy furniture in pairs. Do not move furniture that cannot safely be moved alone or in pairs. Follow safe manual handling procedures.
Back injury due to movement of equipment	Items are suitable for domestic use. Make more than one trip if necessary. Follow safe manual handling procedures.
Risk of falling down stairs whilst walking backwards	Take care when vacuuming staircases that there are no items to trip over, including cables.
Injury from Sharp Objects	Never put your hand in a bin to compact rubbish.

LONE WORKING POLICY STATEMENT

This policy sets out the Company's provisions on lone working. Where lone working is necessary, whether on an occasional or regular basis, the Company will take reasonable steps to ensure the health, safety and welfare of employees working alone. The Company has carried out a health and safety risk assessment to identify the hazards and risks of lone working. Based on the results of this risk assessment, the below sets out safe working procedures so that the risks are eliminated or adequately controlled, thus enabling lone workers to carry out their work in a safe environment.

Safe Working Procedures

Lone working can be perfectly safe provided you take the following basic precautionary steps:

- Ensure that your General Manager is aware you are working alone, where you are, what you are doing and what time you expect to finish.
- Make sure you have some means of communication with someone in the event of an emergency, such as a mobile phone.
- Ensure you have access to appropriate first aid equipment.
- Know where your nearest emergency exit is and the Company's emergency evacuation procedures.
- Make sure intruders cannot access the premises by checking that all windows and external doors are securely locked.
- Comply with any arrangements or follow any guidance provided by your General Manager or the Company for lone working.
- Take all reasonable steps to ensure your own safety and welfare.
- Inform your General Manager as soon as possible of any incidents, accidents or safety concerns.

General Managers should ensure that:

- Arrangements are in place so that someone is always aware of a lone worker's whereabouts.
- Emergency procedures are in place so that lone workers can obtain advice and assistance if required.
- Lone workers are provided with adequate information and training to understand the risks and the safe working procedures associated with working alone.
- The job can be done safely by one person.
- Any employee working alone is capable of undertaking the work on their own.

SEE ADDITIONAL LONE WORKING RISK ASSESSMENT ON FOLLOWING PAGE

What are the risks/hazards?	Who might be harmed and how?	What are you already doing to control this risk?	Do you need to do anything else to control this risk?	Action by who?
Working Solo – Slips, Trips and Falls	• Cleaning operatives potentially risk injury due to solo use of equipment • Cleaning operatives potentially at risk due to attempting tasks that require assistance • Cleaning operatives at risk to due to potential inability to call for help	• All staff to have mobile phone on person throughout the clean • Check-in and checkout procedures in place • Supervisor monitoring of check-in and checkout • Accident reporting system in place	• Staff training to raise awareness • Cleaners reminded to wear flat shoes with a good grip • Cleaners report any uneven surfaces	Staff, Supervisors and Managers
Working Solo - Illness	• Cleaning operatives at risk due to potential inability to call for help • Cleaning operatives at risk due to lack of assistance at onset of illness	• All staff to have mobile phone on person throughout the clean • Check-in and checkout procedures in place • Supervisor monitoring of check-in and checkout • Illness reporting system in place	• Staff training to raise awareness • Cleaners reminded to wear flat shoes with a good grip • Cleaners report uneven surfaces	Staff, Supervisors and Managers
Working Solo - Assault	• Cleaning operatives potentially vulnerable when working alone	• All staff trained to secure premises on arrival & during the clean • All staff to have mobile phone on person throughout the clean • All staff trained on procedures if feel unsafe • Check-in and checkout procedures in place • Supervisor monitoring of check-in and checkout	• Staff training to raise awareness	Staff, Supervisors and Managers
Working Solo - Manual Handling	• Cleaning operatives at risk due to attempting tasks that require assistance • Cleaning operatives at risk from heavy lifting and/or awkward to carry machinery or waste bags	• All staff trained in manual handling • Staff fully trained in equipment use • Staff do not overfill bags and buckets	• Staff training to raise awareness • Cleaners reminded to wear flat shoes with a good grip • Consider equipment used and provided to minimise risk	Staff, Supervisors and Managers
Working Solo - Mental Health	• Cleaning operatives at potential risk of feeling isolated • Cleaning operatives at potential risk of anxiety	• Regular supervisory checkins • Invitations to team events • Staff training on mental health awareness and healthy mind techniques	• Additional touch points to ensure team members not feeling isolated or anxious	Staff, Supervisors and Managers
Working Solo - Contact with cleaning chemicals	• Cleaning operatives risk getting skin problems and eye damage from direct contact with cleaning chemicals • Vapour may cause breathing problems	• Appropriate PPE provided • Staff trained in use of PPE • Staff trained in the risks, use and storage of chemicals. • Cleaning chemicals marked ‘irritant’ substituted, where possible, for milder alternatives. • Equipment provided to minimise handling of cleaning chemicals.	• Staff reminded to report any health problems they think may have come from cleaning. • Staff asked to check for dry, red or itchy skin on their hands • Staff reminded to wash gloves and aprons after use	Staff, Supervisors and Managers

Working Solo - Work at height	• Cleaning operatives risk injuries if they fall from any height	• 'No ladders' policy • All high level cleaning carried out by trained staff from floor level using telescopic poles	• Remind staff of working at height risks	Staff, Supervisors and Managers
Working Solo - Electrical	• Cleaning operatives at risk of electric shocks or burns from faulty electrical equipment • Cleaning operatives at risk from misuse of electrical appliances	• Staff trained to perform pre-use checks on cables, switches and sockets before use • Staff trained in basic electrical safety	• Remind staff to do pre-use checks	Staff, Supervisors and Managers

RISK ASSESSMENT
FOR PREGNANT WORKERS AND NEW MOTHERS

Potential Risk	**Controls in Place**
Standing in one position can cause backache, dizziness, faintness and fatigue and can also increase chances of premature birth or miscarriage	Pregnant workers to take a 5 minute break for every 60 minutes ironing. No other activities require standing for long periods of time.
Sitting for long periods increases the risk of thrombosis and can cause backache	No risks
Manual Handling – hormonal changes increase risk of manual handling injuries. Postural problems can also increase as pregnancy progresses.	Pregnant workers take extra care when moving equipment. Pregnant workers to take care when twisting or stretching Use long handled cobweb brush.
Protective equipment and uniforms	Larger uniform provided as required. Other PPE is already provided and to be worn as required.
Hazardous substances – infection risks and chemicals	Antibacterial hand gel provided. Gloves & goggles to be worn No chemicals identified as hazardous in pregnancy
Working long hours	Not applicable as part time hours
Work-related stress	Colleagues and supervisors to be supportive towards pregnant workers. Harassment and bullying policy in force. Regular monitoring throughout pregnancy to ensure pregnant workers are supported and stress free.
Extremes of cold or heat	No risks
Work at heights – risk of fainting and high blood pressure	Pregnant workers are instructed not to use stepladders at any time
Regular breaks	Pregnant workers have the opportunity to rest in between each client but are free to take small rest breaks as needed provided time is added on for client
Hygiene	Toilets are easily accessible at all clients

GENERAL HEALTH
During your first two weeks of working as a cleaner you may experience some aching due to not being used to the physical nature of the job. Take care of your back. Do not overdo it and ensure you take a hot bath at the end of every day and give yourself time to recover.

After the first two weeks your muscles will be stronger and there will not be any serious risks involved in your day to day duties. However, always be aware that you must take care of yourself whilst working. Don't do anything that you have not been shown how to do and don't take unnecessary risks.

GENERAL SAFETY
You must always abide by the safety rules and procedures demonstrated and discussed with you during your induction training.

You must not do anything that could threaten the safety of yourself, fellow employees, customers or members of the public.

In particular, **do not stand on chairs,** or other household furniture to reach items to clean. If you have a Maid for each other Ltd stepladder with you then use it. If you do not, then make a note to take it next time. Extendable cobweb brushes are available for hard to reach areas.

WORKING TIDILY
Get into the habit of never leaving equipment or products lying around a client's home or premises. Work methodically, finishing a room before closing the door behind you so that you are not creating risks and trip hazards for yourself and others.

WORKING ALONE
You may be going to clients' homes or premises to work alone. In these circumstances please take extra care as you do not have someone to assist you. You may be asked to text your General Manager to let them know you are safe and well at the end of the day. See our Lone Working Policy and Risk Assessment on page .

FIRST AID
Your General Manager is the Appointed Person for First Aid. Their job is to manage an incident and call the relevant assistance. Please report all injuries/incidents to your General Manager asap.

In reality, you may have to deal with an emergency alone or without an appointed person and our policy is that unless an injury is undoubtedly minor then you should call the emergency services. A first aid kit is provided in the vacuum tools bag for your use, however this is only for very minor injuries such as small cuts and bruises and should not be used in place of professional help.

COSHH – CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

Our training videos will take you through all you need to know to ensure safe use of cleaning chemicals during your induction. Data Sheets and Risk Assessments for every chemical we use are in our unit in the folder marked Health & Safety. Please ensure you read and familiarise yourself with these as they contain important information relating to their use and any risks associated with using them.

PERSONAL PROTECTION EQUIPMENT (PPE)

Rubber gloves must be worn during all 'wet cleaning' activities due to the risk of contamination. Gloves must also be worn when handling any chemicals that require it such as for oven cleaning, etc. If you are allergic to latex, there are non latex gloves available. Ask your General Manager to provide them for you.

Goggles are provided for use when items or cleaning product may get in your eyes.

Dust masks are also available should you require them in heavily dusty environments.

Overalls will be provided when necessary and must be worn when advised to do so.

Failure to use the recommended PPE may contravene the Health and Safety at Work Act.

HYGIENE

If you are suffering from an infectious or contagious disease or illness, or if you are suffering from a bowel disorder, boils, skin or mouth infection, you must not report to work without clearance from your doctor.

In these circumstances even after obtaining clearance from your doctor you must get clearance from your General Manager.

Any contact with a person suffering from an infectious or contagious disease must be reported to your General Manager before commencing work.

PRIVACY POLICY

To comply with The General Data Protection Regulation (GDPR) (EU) 2016/679 Maid for each other Ltd is committed to protecting the rights and freedoms of data subjects and safely and securely processing their data in accordance with all of our legal obligations.
We hold personal data about our employees, clients, suppliers and other individuals for a variety of business purposes.

This policy sets out how we seek to protect personal data and ensure that our staff understand the rules governing their use of the personal data to which they have access in the course of their work. In particular, this policy requires staff to ensure that the Data Protection Officer (DPO) be consulted before any significant new data processing activity is initiated to ensure that relevant compliance steps are addressed.

Business purposes

The purposes for which personal data may be used by us:

- Personnel, administrative, financial, regulatory, payroll and business development purposes.
- Business purposes include the following:
- Compliance with our legal, regulatory and corporate governance obligations and good practice
- Gathering information as part of investigations by regulatory bodies or in connection with legal proceedings or requests
- Ensuring business policies are adhered to (such as policies covering email and internet use)
- Operational reasons, such as recording transactions, training and quality control, ensuring the confidentiality of commercially sensitive information.
- Checking references, ensuring safe working practices, monitoring and managing staff access to systems and facilities and staff absences, administration and assessments
- Monitoring staff conduct, disciplinary matters.
- Marketing our business
- Improving services

Personal data

‘Personal data’ means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
Personal data we gather may include: individuals’ phone number, email address, educational background, financial and pay details, details of certificates and diplomas, education and skills, marital status, nationality, job title, and CV.

Special categories of personal data

Special categories of data include information about an individual’s racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership (or non-membership), physical or mental health or condition, criminal offences, or related proceedings, and genetic and biometric information —any use of special categories of personal data should be strictly controlled in accordance with this policy.

Data controller
'Data controller' means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by law.

Data processor
'Processor' means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

Processing
'Processing' means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Supervisory authority
This is the national body responsible for data protection. The supervisory authority for our organisation is the Information Commissioners Office.

Scope
This policy applies to all staff, who must be familiar with this policy and comply with its terms. This policy supplements our other policies relating to internet and email use. We may supplement or amend this policy by additional policies and guidelines from time to time. Any new or modified policy will be circulated to staff before being adopted.

Who is responsible for this policy?
As our data protection officer (DPO), Mihaela Cristian has overall responsibility for the day-to-day implementation of this policy. You should contact the DPO for further information about this policy if necessary.

Mihaela Cristian – Company Director
Maidforeachotherltd@gmail.com
Unit 5 Medco House, Monument Way East, Woking, GU21 5LY

Principles

Maid for each other Ltd shall comply with the principles of data protection enumerated in the EU General Data Protection Regulation. We will make every effort possible in everything we do to comply with these principles. The Principles are:

1. Lawful, fair and transparent
a. Data collection must be fair, for a legal purpose and we must be open and transparent as to how the data will be used.

2. Limited for its purpose
a. Data can only be collected for a specific purpose.

3. Data minimisation
a. Any data collected must be necessary and not excessive for its purpose.

4. Accurate
a. The data we hold must be accurate and kept up to date.

5. Retention
a. We cannot store data longer than necessary.

6. Integrity and confidentiality
a. The data we hold must be kept safe and secure.

Accountability and Transparency

We must ensure accountability and transparency in all our use of personal data. We must show how we comply with each Principle. You are responsible for keeping a written record of how all the data processing activities you are responsible for comply with each of the Principles. This must be kept up to date and must be approved by the DPO.

To comply with data protection laws and the accountability and transparency Principle of GDPR, we must demonstrate compliance. You are responsible for understanding your particular responsibilities to ensure we meet the following data protection obligations:

- Fully implement all appropriate technical and organisational measures
- Maintain up to date and relevant documentation on all processing activities
- Conducting Data Protection Impact Assessments
- Implement measures to ensure privacy by design and default, including:
- Data minimisation
- Pseudonymisation
- Transparency
- Allowing individuals to monitor processing
- Creating and improving security and enhanced privacy procedures on an ongoing basis

Our procedures

1. Fair and lawful processing
We must process personal data fairly and lawfully in accordance with individuals' rights under the first Principle. This generally means that we should not process personal data unless the individual whose details we are processing has consented to this happening.
If we cannot apply a lawful basis (explained below), our processing does not conform to the first principle and will be unlawful. Data subjects have the right to have any data unlawfully processed erased

2. Controlling vs. processing data
Maid for each other Ltd is classified as a data controller. We must maintain our appropriate registration with the Information Commissioners Office in order to continue lawfully controlling data.

3. Lawful basis for processing data
We must establish a lawful basis for processing data. Ensure that any data you are responsible for managing has a written lawful basis approved by the DPO. It is your responsibility to check the lawful basis for any data you are working with and ensure all of your actions comply with the lawful basis. At least one of the following conditions must apply whenever we process personal data:

4. Consent
We hold recent, clear, explicit, and defined consent for the individual's data to be processed for a specific purpose.

5. Contract
The processing is necessary to fulfil or prepare a contract for the individual.

6. Legal obligation
We have a legal obligation to process the data (excluding a contract).

7. Vital interests
Processing the data is necessary to protect a person's life or in a medical situation.

8. Public function
Processing the data is necessary to carry out a public function, a task of public interest or the function has a clear basis in law.

9. Legitimate interest
The processing is necessary for our legitimate interests. This condition does not apply if there is a good reason to protect the individual's personal data which overrides the legitimate interest.

Deciding which condition to rely on
If you are making an assessment of the lawful basis, you must first establish that the processing is necessary. This means the processing must be a targeted, appropriate way of achieving the stated purpose. You cannot rely on a lawful basis if you can reasonable achieve the same purpose by some other means.

Remember that more than one basis may apply, and you should rely on what will best fit the purpose, not what is easiest.

Consider the following factors and document your answers:

- What is the purpose for processing the data?
- Can it reasonably be done in a different way?
- Is there a choice as to whether or not to process the data?
- Who does the processing benefit?
- After selecting the lawful basis, is this the same as the lawful basis the data subject would expect?
- What is the impact of the processing on the individual?
- Are you in a position of power over them?
- Are they a vulnerable person?
- Would they be likely to object to the processing?
- Are you able to stop the processing at any time on request, and have you factored in how to do this?

Our commitment to the first Principle requires us to document this process and show that we have considered which lawful basis best applies to each processing purpose, and fully justify these decisions.

We must also ensure that individuals whose data is being processed by us are informed of the lawful basis for processing their data, as well as the intended purpose. This should occur via a privacy notice. This applies whether we have collected the data directly from the individual, or from another source.

If you are responsible for making an assessment of the lawful basis and implementing the privacy notice for the processing activity, you must have this approved by the DPO.

Special categories of personal data
Previously known as sensitive personal data, this means data about an individual which is more sensitive, so requires more protection. This type of data could create more significant risks to a person's fundamental rights and freedoms, for example by putting them at risk of unlawful discrimination. The special categories include information about an individual's:

- race
- ethnic origin
- politics
- religion
- trade union membership
- genetics
- biometrics (where used for ID purposes)
- health
- sexual orientation
-

In most cases where we process special categories of personal data we will require the data subject's explicit consent to do this unless exceptional circumstances apply or we are required to do this by law (e.g. to comply with legal obligations to ensure health and safety at work). Any such consent will need to clearly identify what the relevant data is, why it is being processed and to whom it will be disclosed.

The condition for processing special categories of personal data must comply with the law. If we do not have a lawful basis for processing special categories of data that processing activity must cease.

Our responsibilities

- Analysing and documenting the type of personal data we hold
- Checking procedures to ensure they cover all the rights of the individual
- Identify the lawful basis for processing data
- Ensuring consent procedures are lawful
- Implementing and reviewing procedures to detect, report and investigate personal data breaches
- Store data in safe and secure ways
- Assess the risk that could be posed to individual rights and freedoms should data be compromised

Your responsibilities

- Fully understand your data protection obligations
- Check that any data processing activities you are dealing with comply with our policy and are justified
- Do not use data in any unlawful way
- Do not store data incorrectly, be careless with it or otherwise cause us to breach data protection laws and our policies through your actions
- Comply with this policy at all times
- Raise any concerns, notify any breaches or errors, and report anything suspicious or contradictory to this policy or our legal obligations without delay

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Responsibilities of the Data Protection Officer

- Keeping the board updated about data protection responsibilities, risks and issues
- Reviewing all data protection procedures and policies on a regular basis
- Arranging data protection training and advice for all staff members and those included in this policy
- Answering questions on data protection from staff, board members and other stakeholders
- Responding to individuals such as clients and employees who wish to know which data is being held on them by us
- Checking and approving with third parties that handle the company's data any contracts or agreement regarding data processing

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Responsibilities of the Director(s)

- Ensure all systems, services, software and equipment meet acceptable security standards
- Checking and scanning security hardware and software regularly to ensure it is functioning properly
- Researching third-party services, such as cloud services the company is considering using to store or process data
- Approving data protection statements attached to emails and other marketing copy
- Addressing data protection queries from clients, target audiences or media outlets
- Coordinating with the DPO to ensure all marketing initiatives adhere to data protection laws and the company's Data Protection Policy

Accuracy and relevance

We will ensure that any personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained. We will not process personal data obtained for one purpose for any unconnected purpose unless the individual concerned has agreed to this or would otherwise reasonably expect this.

Individuals may ask that we correct inaccurate personal data relating to them. If you believe that information is inaccurate you should record the fact that the accuracy of the information is disputed and inform the DPO.

Data security

You must keep personal data secure against loss or misuse. Where other organisations process personal data as a service on our behalf, the DPO will establish what, if any, additional specific data security arrangements need to be implemented in contracts with those third-party organisations.

Storing data securely

- In cases when data is stored on printed paper, it should be kept in a secure place where unauthorised personnel cannot access it
- Printed data should be shredded when it is no longer needed
- Data stored on a computer should be protected by strong passwords that are changed regularly. We encourage all staff to use a password managerto create and store their passwords.
- Data stored on CDs or memory sticks must be encrypted or password protected and locked away securely when they are not being used
- The DPO must approve any cloud used to store data
- Servers containing personal data must be kept in a secure location, away from general office space
- Data should be regularly backed up in line with the company's backup procedures
- Data should never be saved directly to mobile devices such as laptops, tablets or smartphones
- All servers containing sensitive data must be approved and protected by security software
- All possible technical measures must be put in place to keep data secure
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Data retention

We must retain personal data for no longer than is necessary. What is necessary will depend on the circumstances of each case, taking into account the reasons that the personal data was obtained, but should be determined in a manner consistent with our data retention guidelines.

Transferring data internationally

There are restrictions on international transfers of personal data. You must not transfer personal data abroad, or anywhere else outside of normal rules and procedures without express permission from the DPO.

Rights of individuals

Individuals have rights to their data which we must respect and comply with to the best of our ability. We must ensure individuals can exercise their rights in the following ways:

1. Right to be informed
Providing privacy notices which are concise, transparent, intelligible and easily accessible, free of charge, that are written in clear and plain language, particularly if aimed at children.
Keeping a record of how we use personal data to demonstrate compliance with the need for accountability and transparency.

2. Right of access
Enabling individuals to access their personal data and supplementary information
Allowing individuals to be aware of and verify the lawfulness of the processing activities

3. Right to rectification
We must rectify or amend the personal data of the individual if requested because it is inaccurate or incomplete. This must be done without delay, and no later than one month. This can be extended to two months with permission from the DPO

4. Right to erasure
We must delete or remove an individual's data if requested and there is no compelling reason for its continued processing.

5. Right to restrict processing
We must comply with any request to restrict, block, or otherwise suppress the processing of personal data. We are permitted to store personal data if it has been restricted, but not process it further. We must retain enough data to ensure the right to restriction is respected in the future.

6. Right to data portability
We must provide individuals with their data so that they can reuse it for their own purposes or across different services. We must provide it in a commonly used, machine-readable format, and send it directly to another controller if requested.

7. Right to object
We must respect the right of an individual to object to data processing based on legitimate interest or the performance of a public interest task.

We must respect the right of an individual to object to direct marketing, including profiling.
We must respect the right of an individual to object to processing their data for scientific and historical research and statistics.

8. Rights in relation to automated decision making and profiling
We must respect the rights of individuals in relation to automated decision making and profiling. Individuals retain their right to object to such automated processing, have the rationale explained to them, and request human intervention.

Privacy notices

When to supply a privacy notice

A privacy notice must be supplied at the time the data is obtained if obtained directly from the data subject. If the data is not obtained directly from the data subject, the privacy notice must be provided within a reasonable period of having obtained the data, which mean within one month.

If the data is being used to communicate with the individual, then the privacy notice must be supplied at the latest when the first communication takes place.
If disclosure to another recipient is envisaged, then the privacy notice must be supplied prior to the data being disclosed.

What to include in a privacy notice

Privacy notices must be concise, transparent, intelligible and easily accessible. They are provided free of charge and must be written in clear and plain language, particularly if aimed at children. The following information must be included in a privacy notice to all data subjects:

- Identification and contact information of the data controller and the data protection officer
- The purpose of processing the data and the lawful basis for doing so
- The legitimate interests of the controller or third party, if applicable
- The right to withdraw consent at any time, if applicable
- The category of the personal data (only for data not obtained directly from the data subject)
- Any recipient or categories of recipients of the personal data
- Detailed information of any transfers to third countries and safeguards in place
- The retention period of the data or the criteria used to determine the retention period, including details for the data disposal after the retention period
- The right to lodge a complaint with the ICO, and internal complaint procedures
- The source of the personal data, and whether it came from publicly available sources (only for data not obtained directly from the data subject)
- Any existence of automated decision making, including profiling and information about how those decisions are made, their significances and consequences to the data subject
- Whether the provision of personal data is part of a statutory of contractual requirement or obligation and possible consequences for any failure to provide the data (only for data obtained directly from the data subject)

Subject Access Requests

What is a subject access request?

An individual has the right to receive confirmation that their data is being processed, access to their personal data and supplementary information which means the information which should be provided in a privacy notice.

How we deal with subject access requests
We must provide an individual with a copy of the information the request, free of charge. This must occur without delay, and within one month of receipt. We endeavour to provide data subjects access to their information in commonly used electronic formats, and where possible, provide direct access to the information through a remote accessed secure system.

If complying with the request is complex or numerous, the deadline can be extended by two months, but the individual must be informed within one month. You must obtain approval from the DPO before extending the deadline.

We can refuse to respond to certain requests, and can, in circumstances of the request being manifestly unfounded or excessive, charge a fee. If the request is for a large quantity of data, we can request the individual specify the information they are requesting. This can only be done with express permission from the DPO.

Once a subject access request has been made, you must not change or amend any of the data that has been requested. Doing so is a criminal offence.

Data portability requests
We must provide the data requested in a structured, commonly used and machine-readable format. This would normally be a CSV file, although other formats are acceptable. We must provide this data either to the individual who has requested it, or to the data controller they have requested it be sent to. This must be done free of charge and without delay, and no later than one month. This can be extended to two months for complex or numerous requests, but the individual must be informed of the extension within one month and you must receive express permission from the DPO first.

Right to erasure

What is the right to erasure?
- Individuals have a right to have their data erased and for processing to cease in the following circumstances:
- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected and / or processed
- Where consent is withdrawn
- Where the individual objects to processing and there is no overriding legitimate interest for continuing the processing
- The personal data was unlawfully processed or otherwise breached data protection laws
- To comply with a legal obligation
- The processing relates to a child
-

How we deal with the right to erasure

We can only refuse to comply with a right to erasure in the following circumstances:

- To exercise the right of freedom of expression and information
- To comply with a legal obligation for the performance of a public interest task or exercise of official authority
- For public health purposes in the public interest
- For archiving purposes in the public interest, scientific research, historical research or statistical purposes

· The exercise or defence of legal claims
· If personal data that needs to be erased has been passed onto other parties or recipients, they must be contacted and informed of their obligation to erase the data. If the individual asks, we must inform them of those recipients.
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The right to object

Individuals have the right to object to their data being used on grounds relating to their particular situation. We must cease processing unless:

· We have legitimate grounds for processing which override the interests, rights and freedoms of the individual.
· The processing relates to the establishment, exercise or defence of legal claims.
· We must always inform the individual of their right to object at the first point of communication, i.e. in the privacy notice. We must offer a way for individuals to object online.

The right to restrict automated profiling or decision making

We may only carry out automated profiling or decision making that has a legal or similarly significant effect on an individual in the following circumstances:

· It is necessary for the entry into or performance of a contract.
· Based on the individual's explicit consent.
· Otherwise authorised by law.
· In these circumstances, we must:
· Give individuals detailed information about the automated processing.
· Offer simple ways for them to request human intervention or challenge any decision about them.
· Carry out regular checks and user testing to ensure our systems are working as intended.
· Third parties
· Using third party controllers and processors
·

As a data controller, we must have written contracts in place with any third-party data controllers and/or data processors that we use. The contract must contain specific clauses which set out our and their liabilities, obligations and responsibilities.

As a data controller, we must only appoint processors who can provide sufficient guarantees under GDPR and that the rights of data subjects will be respected and protected.

Contracts
Our contracts must comply with the standards set out by the ICO and, where possible, follow the standard contractual clauses which are available. Our contracts with data processors must set out the subject matter and duration of the processing, the nature and stated purpose of the processing activities, the types of personal data and categories of data subject, and the obligations and rights of the controller.

At a minimum, our contracts must include terms that specify:

- Acting only on written instructions
- Those involved in processing the data are subject to a duty of confidence
- Appropriate measures will be taken to ensure the security of the processing
- Sub-processors will only be engaged with the prior consent of the controller and under a written contract
- The controller will assist the processor in dealing with subject access requests and allowing data subjects to exercise their rights under GDPR
- The processor will assist the controller in meeting its GDPR obligations in relation to the security of processing, notification of data breaches and implementation of Data Protection Impact Assessments
- Delete or return all personal data at the end of the contract
- Submit to regular audits and inspections and provide whatever information necessary for the controller and processor to meet their legal obligations.
- Nothing will be done by either the controller or processor to infringe on GDPR.
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Criminal record checks

Any criminal record checks are justified by law. Criminal record checks cannot be undertaken based solely on the consent of the subject. We cannot keep a comprehensive register of criminal offence data. All data relating to criminal offences is considered to be a special category of personal data and must be treated as such. You must have approval from the DPO prior to carrying out a criminal record check.

Data audits

Regular data audits to manage and mitigate risks will inform the data register. This contains information on what data is held, where it is stored, how it is used, who is responsible and any further regulations or retention timescales that may be relevant. You must conduct a regular data audit as defined by the DPO and normal procedures.

Monitoring

Everyone must observe this policy. The DPO has overall responsibility for this policy. Maid for each other Ltd will keep this policy under review and amend or change it as required. You must notify the DPO of any breaches of this policy. You must comply with this policy fully and at all times.

Training

You will receive adequate training on provisions of data protection law specific for your role. You must complete all training as requested. If you move role or responsibilities, you are responsible for requesting new data protection training relevant to your new role or responsibilities. If you require additional training on data protection matters, contact the DPO.

Reporting breaches

Any breach of this policy or of data protection laws must be reported as soon as practically possible. This means as soon as you have become aware of a breach. Maid for each other Ltd has a legal obligation to report any data breaches to the Information Commissioners Office within 72 hours of first becoming aware of the breach.

All members of staff have an obligation to report actual or potential data protection compliance failures. This allows us to:

· Investigate the failure and take remedial steps if necessary
· Maintain a register of compliance failures
· Notify the Information Commissioners Office of any compliance failures that are material either in their own right or as part of a pattern of failures
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Any member of staff who fails to notify of a breach or is found to have known or suspected a breach has occurred but has not followed the correct reporting procedures, will be liable to disciplinary action.Please refer to the DPO for our reporting procedure.

Failure to comply

We take compliance with this policy very seriously. Failure to comply puts both you and the organisation at risk.The importance of this policy means that failure to comply with any requirement may lead to disciplinary action under our procedures which may result in dismissal.

If you have any questions or concerns about anything in this policy, do not hesitate to contact the DPO.

Mihaela Cristian – Company Director
Maidforeachotherltd@gmail.com
Unit 5 Medco House, Monument Way East, Woking, GU21 5LY

ACKNOWLEDGEMENT OF RECEIPT & UNDERSTANDING

EXISTING EMPLOYEES

You are under no obligation to alter the terms of your employment contract with us.

You will suffer no prejudice in your employment with us by not agreeing to accept the changes made by this employee handbook to your employment contract.

We believe these changes are necessary both in your interest and in the interest of our organisation. By accepting these changes to your employment contract you allow us to maintain equality between employees and to maintain the operational efficiency and competitiveness so vital to our organisation in today's market place.

Once you have read and understood this handbook please sign on the following page to acknowledge receipt and understanding. If you do not raise any queries regarding this handbook and your employment contract, then continuing in your employment will be deemed as acceptance.

ALL EMPLOYEES

We are legally obliged to issue written terms of employment and keep them up to date. Your Employment Contract sets out the terms and particulars of your employment and this handbook completes your employment contract with us.

You should read the information in this employee handbook.

If you have any queries about anything contained in this employee handbook please discuss this with your General Manager before signing.

WE SPECIFICALLY DRAW YOUR ATTENTION TO THE FOLLOWING:

The following is an express written term of your contract of employment in accordance with section 13 Employment Rights Act 1996. Signing this form is acceptance on your part to be bound by the following provision.

Any damage to vehicles, stock or property that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.

Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is a result of your negligent behaviour or unsatisfactory standards of work will render you liable to reimburse us the full or part cost of the loss.

In the event of failure to pay, we reserve the right to deduct such costs from your pay.

If you terminate your employment without giving or working the required period of notice indicated in your employment contract, you will have an amount equal to the balance of notice period not worked deducted from any termination pay which may be due to you.

If on termination of your employment you have taken more holiday than you have earned on a pro-rata basis in accordance with your employment contract the appropriate payment will be deducted from your final wage or salary.

All the above payments will be made in accordance with the provisions of the Employment Rights Act.

STATEMENT OF EMPLOYEE

I have read my Employment Contract and this Employee Handbook and understand and accept its content as forming my contract of employment with Maid for each other Ltd.

I will keep myself informed of its contents.

Employee name: _____

Employee signature: _____

Date: _____