

Platinum Pro Cleaning Services

Employee Policy Handbook

1. Code of Conduct

Employees are expected to uphold professionalism and integrity at all times. You are a representative of Platinum Pro and must behave respectfully with clients, co-workers, and supervisors.

- Respect client property and privacy.
- Avoid gossip, profanity, or aggressive behavior.
- Treat every client interaction as a professional exchange.
- Do not post job site content or discussions about clients on social media.

2. Attendance & Punctuality

Punctuality is critical to our operations and client satisfaction.

- Employees must arrive on-site at the scheduled start time.
- Absences must be reported to a supervisor at least two hours before the shift.
- Repeated lateness (3 or more times within 30 days) may result in disciplinary action.
- No-show without notification (no-call/no-show) may lead to termination unless due to verifiable emergency.

3. Uniform & Appearance

Maintaining a professional appearance is mandatory.

- Company-provided shirts must be clean and worn during all shifts.
- Closed-toe, non-slip shoes are required.
- PPE (gloves, masks, goggles) must be worn when required by task or location.
- Avoid strong fragrances and maintain good personal hygiene.

4. Equipment Use & Care

Proper equipment use ensures efficiency and safety.

- Use only the tools and machines you have been trained on.
- Do not attempt repairs unless explicitly authorized.
- Return all equipment to its designated place after each use.
- Report malfunctioning or missing equipment to your supervisor immediately.

5. Cleaning Standards

High cleaning standards are essential for client retention and safety.

- Follow the site-specific checklist and scope of work provided.
- Disinfect all high-touch areas including phones, switches, doorknobs, and handrails.
- Ensure trash bins are emptied and relined.
- Verify cleanliness of each area before leaving the site.

6. Health & Safety

Our health and safety policy protects staff and clients alike.

- Follow WHMIS guidelines for all chemical handling.
- Never mix chemicals unless instructed and trained to do so.
- Wear safety gear when cleaning restrooms, using harsh chemicals, or working around machinery.
- Report injuries or safety concerns immediately.

7. Client Relations

Clients must be treated with professionalism and respect.

- Avoid discussing personal matters or company operations with clients.
- Never argue or confront a client. Refer concerns to a supervisor.
- Do not perform additional tasks unless approved.
- Do not solicit tips or gifts.

8. Confidentiality & Privacy

Confidentiality is non-negotiable in professional cleaning.

- Do not read, photograph, or interfere with client documents or devices.
- Do not discuss client information outside of work.
- Personal phones must be silenced during shifts and only used on breaks or for work tasks.
- No photos or posts from job sites are allowed without permission.

9. Substance Abuse Policy

Zero tolerance for drugs or alcohol is enforced.

- Employees may not work while under the influence of alcohol, cannabis, or illegal substances.
- Possession of these items on-site is prohibited.
- Use of impairing prescriptions must be disclosed privately to management.
- Violations may result in immediate dismissal.

10. Discipline & Termination

The company follows a progressive discipline process:

1. Verbal Warning – for minor infractions or first-time issues.
2. Written Warning – for repeated or more serious violations.
3. Suspension – for ongoing issues or significant misconduct.
4. Termination – for continued non-compliance or serious offenses (e.g., theft, harassment, gross negligence).

Immediate termination may occur for severe violations including violence, harassment, theft, or breach of client trust.

Platinum Pro Cleaning Services

COVID-19 Health & Safety Policy

Purpose

- This policy outlines the protocols Platinum Pro Cleaning Services has implemented to ensure the health and safety of our employees and commercial clients during the COVID-19 pandemic. We are committed to minimizing the risk of virus transmission while maintaining high standards of cleanliness and service.

Scope

- Applies to all employees performing commercial janitorial work at client facilities.

1. Employee Health & Screening

- All staff must self-assess daily using a COVID-19 symptom checklist provided by public health.
- Employees must not report to work if they have symptoms of COVID-19 or have been in contact with a confirmed case.
- Employees who feel unwell during a shift must immediately notify a supervisor and leave the job site.
- Staff must follow all public health orders, including testing and isolation when required.

2. Personal Protective Equipment (PPE)

Staff must wear:

- Surgical or KN95 masks at all times inside commercial facilities where other people are present.
- Disposable gloves during all cleaning tasks.
- Face shields or goggles when working in areas with potential aerosol exposure.
- PPE must be disposed of or sanitized after each job site visit.
- Extra PPE is stored in supply kits and replenished weekly.

3. Cleaning and Disinfection Protocols

- All cleaning follows provincial health guidelines and uses Health Canada-approved disinfectants.

Focus on high-touch areas such as:

- Elevator buttons, door handles, railings, shared equipment
- Washroom fixtures, phones, light switches, and reception counters
- Cleaning cloths and mop heads must be replaced or laundered after each shift.

4. Site-Specific Safety Measures

- Before starting at a new site, a site-specific COVID-19 safety plan is reviewed with staff.

- Staff must follow client-specific protocols, including building entry procedures, check-ins, and access restrictions.
- Where possible, cleaning is scheduled for after-hours or in low-traffic timeframes to reduce contact.

5. Transportation and Equipment Handling

- Vehicles used during company time are limited to one staff member per vehicle unless from the same household.
- Shared equipment (vacuums, carts, etc.) is disinfected before and after use.
- Cleaning chemicals are stored securely and handled with gloves.

6. Training & Communication

All staff receive training on:

- COVID-19 symptoms and transmission.
- Proper PPE use and disposal.
- Commercial disinfection standards and protocols.
- Policy updates and public health bulletins are distributed by email and reviewed in weekly safety briefings.

7. Client Communication & Expectations

Clients are asked to:

- Notify us if any of their staff have tested positive or are isolating.
- Maintain access to handwashing stations and adequate ventilation.
- Ensure a safe, cleared space for cleaners when possible.
- We maintain open communication with building managers and supervisors to coordinate safe access.

8. Response to Positive Cases

If an employee tests positive or was exposed:

- They will isolate per health guidelines and not return until cleared.
- All affected job sites will undergo deep cleaning and disinfection.
- Affected clients will be notified immediately, respecting privacy protocols.
- Any outbreak will be reported to public health, and operations will adjust as directed.

9. Compliance and Accountability

- All staff must follow this policy and associated health guidelines.
- Supervisors conduct spot checks to ensure compliance with mask use, hand hygiene, and documentation.
- Non-compliance may result in disciplinary action including suspension or termination.

Thank you and please remain safe!

Melissa

Owner, Platinum Pro Cleaning Services