



POLICY & COMPLIANCE MANUAL

Elite Services Group Ltd

(Trading as Elite Clean Pro)

Professional Cleaning • Certified Standards • Trusted Excellence

Included Policies:

1. Health & Safety Policy
2. Environmental Sustainability Policy
3. Quality & Training Statement
4. Complaint Resolution Procedure
5. Equal Opportunity & Diversity Policy
6. Code of Conduct

Elite Clean Pro | www.elitecleanpro.co.nz | sales@eliteinfo.co.nz | 027 555 6038

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HEALTH & SAFETY POLICY

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Purpose and Commitment Statement

Elite Services Group Ltd (trading as Elite Clean Pro) is committed to providing and maintaining a safe and healthy work environment for all employees, contractors, clients, and visitors. We recognise that safety is a shared responsibility and that the wellbeing of every team member is central to our success and client satisfaction.

2. Objectives

Our key health and safety objectives are to:

- Prevent workplace accidents, injuries, and illnesses.
- Identify, assess, and manage all workplace hazards.
- Promote a culture of safety awareness and responsibility.
- Comply fully with the Health and Safety at Work Act 2015 (NZ) and all relevant regulations.
- Continually improve our safety systems through training and feedback.

3. Responsibilities

Management will ensure that adequate resources are provided to implement and maintain safe systems of work. Supervisors are responsible for enforcing health and safety rules and leading by example. Every worker has a duty to take reasonable care of their own health and safety and that of others, and to report hazards or incidents immediately.

4. Hazard Identification and Control

We maintain a proactive approach to hazard identification. Site inspections and risk assessments are conducted regularly. All hazards are eliminated, isolated, or minimised where elimination is not

possible. Workers are encouraged to stop work if they believe conditions are unsafe.

5. Incident Reporting and Investigation

All incidents, including near misses, must be reported to management as soon as possible. Each report will be investigated to identify root causes and corrective actions to prevent recurrence. Records will be maintained for continuous improvement.

6. Emergency Procedures

Emergency procedures are displayed at each worksite and staff are trained to follow them. Emergency kits, first aid equipment, and fire extinguishers are inspected regularly. Evacuation and contact protocols are reviewed periodically.

7. Training and Competency

All staff will receive appropriate induction and ongoing training to ensure they can perform their tasks safely and competently. This includes training in the safe use of equipment, handling of chemicals, and understanding of safety data sheets (SDS).

8. Personal Protective Equipment (PPE)

Elite Clean Pro provides and maintains suitable PPE such as gloves, safety shoes, high-visibility clothing, and eye protection. All staff are responsible for using PPE correctly and maintaining it in good condition.

9. Health Monitoring and Review

Health risks, such as exposure to chemicals or repetitive motion, are assessed regularly. Where necessary, health monitoring will be provided. Annual reviews of safety performance and procedures are conducted to ensure continuous improvement.

10. Policy Review and Approval

This policy will be reviewed annually, or sooner if required by law or operational change. The Managing Director of Elite Services Group Ltd is responsible for ensuring that this policy remains relevant and effective.



ENVIRONMENTAL SUSTAINABILITY POLICY

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Policy Statement

Elite Services Group Ltd (trading as Elite Clean Pro) is committed to protecting the environment and promoting sustainable cleaning practices in all operations. We recognise that environmental responsibility is fundamental to our long-term success and to the wellbeing of our community and planet.

2. Objectives

Our environmental objectives are to:

- Minimise waste generation and resource consumption.
- Promote the use of environmentally friendly cleaning products.
- Prevent pollution and manage the safe disposal of waste and chemicals.
- Continually improve environmental performance through regular reviews and staff training.
- Comply with all relevant New Zealand environmental legislation and industry standards.

3. Sustainable Practices

We integrate sustainability principles into our daily operations by:

- Selecting eco-certified cleaning products with biodegradable and low-toxicity ingredients.
- Using concentrated chemicals and refill systems to reduce packaging waste.
- Implementing water-saving cleaning methods such as microfiber systems and pure water technology.
- Reducing energy use through efficient scheduling, machinery maintenance, and transport planning.
- Encouraging clients to adopt sustainable practices within their premises.

4. Waste Management and Recycling

Elite Clean Pro strives to reduce waste through re-use and recycling wherever possible. We ensure correct segregation and disposal of waste materials, including used chemical containers, packaging, and disposable PPE. Our team follows a “leave no trace” policy at every job site.

5. Chemical Handling and Spill Prevention

All cleaning chemicals are handled responsibly in accordance with Safety Data Sheets (SDS). Staff are trained in proper dilution, storage, and spill containment procedures. Any accidental spills are immediately reported and cleaned using approved absorbents to prevent environmental contamination.

6. Environmental Awareness and Training

All employees receive induction and refresher training on environmentally sustainable practices. This includes safe waste disposal, energy-efficient equipment use, and correct recycling procedures. Staff are encouraged to suggest new ideas for sustainability improvements.

7. Continuous Improvement

Elite Clean Pro is committed to continuous improvement in environmental performance. We regularly review our operations, set new sustainability targets, and evaluate progress. Feedback from clients, staff, and audits is used to enhance our environmental management system.

8. Compliance and Review

This policy complies with all applicable New Zealand environmental laws and industry standards. It will be reviewed annually by management to ensure it remains relevant and effective in supporting a cleaner, safer environment.



QUALITY & TRAINING STATEMENT

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Purpose and Commitment

Elite Services Group Ltd (trading as Elite Clean Pro) is dedicated to achieving the highest level of quality and professionalism in every aspect of our cleaning services. We take pride in the consistency, reliability, and presentation of our work. Our Quality & Training Policy ensures that each client receives service excellence through well-trained staff, detailed procedures, and an uncompromising commitment to continuous improvement.

2. Quality Philosophy

Our philosophy is that quality is not a department but a culture shared across the entire company. Every team member plays a part in upholding our service reputation. We treat every site, whether a home or a commercial facility, with the same care, precision, and pride.

3. Quality Objectives

We pursue measurable quality objectives, including:

- Achieving and maintaining a 95% or higher customer satisfaction rating.
- Completing all scheduled cleaning tasks to the defined scope without rework.
- Maintaining zero lost-time incidents related to quality or safety failures.
- Responding to all customer feedback or complaints within 24–48 hours.
- Maintaining consistency through structured checklists and staff supervision.

4. Quality Assurance Framework

Elite Clean Pro uses a Quality Assurance framework built on four pillars: 1. **Consistency:** Clear cleaning checklists, task schedules, and service standards ensure repeatable quality. 2. **Verification:** Supervisors conduct regular site inspections and audits to confirm work meets Elite Clean Pro standards. 3. **Documentation:** Work orders, feedback forms, and inspection results are recorded and stored for accountability. 4. **Improvement:** All audit findings and feedback are reviewed monthly to identify trends and implement corrective actions.

5. Staff Training and Competency

We believe that skilled and knowledgeable staff are the foundation of quality. Every cleaner employed by Elite Clean Pro undergoes a structured training program that includes:

- **Induction Training:** Covering company values, safety, customer communication, and cleaning methods.
- **Technical Training:** Focused on correct chemical usage, equipment handling, carpet and upholstery care, and modern window-cleaning systems.
- **Refresher Training:** Regular refresher sessions to maintain awareness of best practices and changes in procedures.
- **Specialist Training:** Selected team members attend external courses such as IICRC Carpet Cleaning Technician training and Site Safe programs. Supervisors are responsible for mentoring new team members and evaluating their competency using standardised performance checklists.

6. Tools and Equipment Maintenance

To support consistent quality, Elite Clean Pro ensures that all cleaning tools and machinery are maintained in excellent working condition. Preventive maintenance schedules are followed, and any faulty equipment is immediately repaired or replaced. Staff are trained to inspect tools before use and report defects promptly.

7. Client Communication and Feedback

We prioritise clear and open communication with our clients. Every service agreement includes contact points for feedback and improvement. After completing key jobs such as end-of-tenancy or commercial cleans, clients receive follow-up messages to ensure satisfaction. All feedback is documented and used for ongoing staff training.

8. Supervision and Performance Evaluation

Supervisors regularly visit job sites to evaluate cleanliness standards, time efficiency, and professionalism. Staff are given constructive feedback to help them grow. Exceptional performance is recognised, while repeated issues trigger retraining or closer supervision.

9. Continuous Improvement Process

Our team meets regularly to review quality performance, identify service gaps, and implement improvements. This includes: • Analysing complaint and rework data to identify trends. • Reviewing staff performance reports and training needs. • Evaluating new cleaning technologies or eco-friendly products. Continuous improvement is embedded in our company culture – every staff member is encouraged to propose new ideas to enhance service quality.

10. Management Leadership

The leadership team of Elite Services Group Ltd sets the tone for quality. Management provides direction, allocates resources, and ensures that all policies are upheld consistently. Our commitment is to maintain a company where quality, professionalism, and client trust define everything we do.

11. Policy Review

This Quality & Training Statement will be reviewed annually by management to ensure it continues to reflect current practices, client expectations, and regulatory requirements. Updates are communicated to all staff, and revised versions are made available to clients upon request.



COMPLAINT RESOLUTION PROCEDURE

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Purpose

This Complaint Resolution Procedure outlines how Elite Services Group Ltd (trading as Elite Clean Pro) manages, investigates, and resolves customer complaints in a fair, transparent, and timely manner. Our aim is to ensure that all customer feedback is used to continuously improve the quality of our services.

2. Policy Statement

Elite Clean Pro is committed to maintaining excellent relationships with clients through open communication, accountability, and integrity. We take all complaints seriously and ensure that every issue is managed professionally and respectfully.

3. Objectives

Our objectives are to:

- Provide customers with a clear process for raising concerns.
- Ensure all complaints are handled promptly and fairly.
- Identify the root cause of issues to prevent recurrence.
- Use feedback to drive service and operational improvements.
- Maintain transparent communication throughout the process.

4. Definition of a Complaint

A complaint is any expression of dissatisfaction regarding Elite Clean Pro's services, staff behaviour, timeliness, quality, or communication that requires a response or resolution.

5. Reporting and Lodging Complaints

Customers can lodge complaints through any of the following channels: • Phone: 027 555 6038 • Email: sales@eliteinfo.co.nz • Website Contact Form: www.elitecleanpro.co.nz/contact • Written correspondence addressed to management. All complaints will be acknowledged within 24–48 hours of receipt.

6. Complaint Handling Process

Elite Clean Pro follows a structured process for managing complaints: ****Step 1 – Acknowledgement:**** The complaint is recorded in our internal tracking system. The customer receives written or verbal acknowledgment within 48 hours. ****Step 2 – Investigation:**** The operations manager or assigned supervisor reviews the complaint details, interviews staff involved, and assesses job records, photos, and communication history. ****Step 3 – Resolution:**** Findings are discussed with the customer. Corrective action is agreed upon and implemented (e.g., re-cleaning, refund, staff retraining). ****Step 4 – Closure:**** A written confirmation of resolution is provided. The complaint and corrective measures are documented for future quality audits.

7. Escalation Procedure

If the complainant is not satisfied with the initial resolution, the matter will be escalated to the Managing Director. A further independent review will be conducted, and a final response will be provided within 10 working days.

8. Confidentiality and Privacy

All complaints are handled confidentially and in accordance with the Privacy Act 2020 (NZ). Customer and employee information will only be shared with those directly involved in resolving the matter.

9. Monitoring and Review

Management reviews all complaints quarterly to identify recurring issues or trends. These reviews are used to improve staff training, communication, and service delivery. Summary reports are included in annual performance reviews.

10. Continuous Improvement

Every complaint provides an opportunity for improvement. Elite Clean Pro values customer feedback as a key driver for maintaining professionalism, accountability, and trust in our brand.



EQUAL OPPORTUNITY & DIVERSITY POLICY

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Purpose

Elite Services Group Ltd (trading as Elite Clean Pro) values diversity and believes that every individual deserves to be treated with dignity, fairness, and respect. This policy establishes our commitment to creating an inclusive and supportive workplace that promotes equal opportunity for all employees and job applicants.

2. Policy Statement

Elite Clean Pro is committed to providing a work environment that is free from discrimination, harassment, and bias. All employment decisions are based on merit, performance, and company needs. We recognise that diversity brings innovation, strength, and creativity to our business.

3. Scope

This policy applies to all employees, contractors, subcontractors, and job applicants associated with Elite Clean Pro, regardless of position or employment status. It also extends to client sites where our teams perform work on behalf of the company.

4. Our Commitments

Elite Clean Pro commits to:

- Providing equal employment opportunities regardless of gender, ethnicity, age, religion, marital status, sexual orientation, or disability.
- Ensuring fair recruitment, training, promotion, and remuneration practices.
- Maintaining a safe, inclusive, and harassment-free workplace.
- Promoting diversity in leadership and decision-making roles.

Educating employees about equality, respect, and workplace behaviour. • Complying with the Human Rights Act 1993, Employment Relations Act 2000, and all other relevant New Zealand legislation.

5. Recruitment and Selection

Our recruitment processes are transparent and designed to attract applicants based on capability and suitability. Job advertisements and interviews are structured to avoid bias. All hiring decisions are made according to qualifications, skills, and cultural fit with our company values.

6. Training and Awareness

All staff receive induction training that includes information on workplace equality, harassment prevention, and respectful communication. Ongoing refresher training ensures all team members understand their responsibilities in maintaining a positive and inclusive workplace culture.

7. Harassment and Discrimination

Elite Clean Pro maintains zero tolerance for workplace harassment or discrimination. Any reported incident will be investigated promptly and fairly. Disciplinary action, up to and including termination, may result for breaches of this policy.

8. Reasonable Accommodation

We recognise that some employees may require special arrangements to perform their roles effectively. Elite Clean Pro will provide reasonable accommodations—such as flexible scheduling, modified duties, or accessible equipment—where practicable and consistent with business needs.

9. Roles and Responsibilities

- ****Management:**** Ensures this policy is implemented and enforced consistently across all levels.
- ****Supervisors:**** Lead by example and maintain a workplace culture of respect and inclusion.
- ****Employees:**** Treat everyone with dignity and report any incidents of discrimination or harassment immediately.

10. Reporting and Resolution

Any employee or contractor who believes they have experienced discrimination or unfair treatment can report the issue to management or HR confidentially. All reports will be handled sensitively, investigated promptly, and resolved fairly without victimisation.

11. Continuous Improvement

Elite Clean Pro regularly reviews this policy and related practices to ensure relevance and effectiveness. Employee feedback and legislative updates are incorporated into policy revisions as part of our ongoing commitment to fairness and equality.

12. Policy Review and Approval

This policy is reviewed annually by management to ensure compliance with current legislation and company values. All employees are required to acknowledge and adhere to this policy as part of their employment.

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CODE OF CONDUCT

Elite Services Group Ltd (Trading as Elite Clean Pro)

1. Purpose

This Code of Conduct establishes the behavioural and ethical standards expected of all employees, contractors, and representatives of Elite Services Group Ltd (trading as Elite Clean Pro). It ensures that all team members act with integrity, professionalism, and respect in every aspect of their work.

2. Scope

This Code applies to all staff, subcontractors, and agents acting on behalf of Elite Clean Pro. Compliance with this Code is a condition of employment or contract engagement, and adherence is essential to maintaining our company's reputation and client trust.

3. Professional Behaviour

All employees must perform their duties with honesty, reliability, and care. Staff are expected to:

- Arrive punctually and present themselves in clean, appropriate uniforms.
- Deliver work to the highest quality standards.
- Treat clients, colleagues, and members of the public respectfully.
- Avoid any behaviour that could harm the company's reputation or client relationships.

4. Integrity and Ethics

Elite Clean Pro operates on a foundation of integrity. Employees must not engage in theft, fraud, dishonesty, or misuse of company property. Conflicts of interest must be disclosed immediately to management. Staff should avoid any action that may be perceived as unethical or unprofessional.

5. Confidentiality

All client and company information must be kept strictly confidential. Employees must not share sensitive details such as client addresses, access codes, or financial data. This obligation continues even after employment ends.

6. Health, Safety, and Environment

Employees must comply with the Health & Safety Policy and Environmental Sustainability Policy at all times. This includes correct use of personal protective equipment (PPE), reporting of hazards, and adherence to safe work practices. All team members have a shared responsibility to ensure their own safety and that of others.

7. Company Property and Equipment

All cleaning equipment, tools, and vehicles must be used responsibly and only for business purposes. Employees are required to inspect tools before use, report any faults, and ensure that items are cleaned and stored properly after each job.

8. Communication and Client Interaction

All communication with clients must be courteous, professional, and solution-focused. Staff should never argue or raise their voice. Any client concerns must be referred promptly to a supervisor or manager to ensure professional resolution.

9. Substance Abuse and Fitness for Work

Elite Clean Pro maintains a zero-tolerance policy for the use of alcohol or illegal substances during working hours. Employees must not report to work under the influence of drugs or alcohol. Fitness for duty is essential to maintaining a safe and productive workplace.

10. Equal Opportunity and Respect

All staff must uphold the principles of equal opportunity and diversity. Discrimination, bullying, or harassment will not be tolerated. Employees are expected to treat all colleagues and clients with fairness and respect at all times.

11. Use of Technology and Social Media

Company technology, phones, and email systems are provided for work-related purposes. Employees must not post company or client information on social media. Any use of personal devices during work hours should not interfere with productivity or safety.

12. Breaches of the Code

Breaches of this Code of Conduct will be investigated thoroughly and may result in disciplinary action, including warnings, suspension, or termination of employment. Repeated or serious breaches may also lead to legal action where applicable.

13. Employee Acknowledgement

All staff are required to read, understand, and comply with this Code of Conduct. A signed acknowledgement form will be kept on file to confirm each employee's agreement to follow these standards.

14. Review and Approval

This Code will be reviewed annually to ensure it remains consistent with company values, legal requirements, and industry best practices. Updates will be communicated to all employees in writing.