nviro

Clean | Hygienic | Safe



Colleague Handbook

Our Branches

Portsmouth Office

9 Acorn Business Park, Northarbour Road, Portsmouth PO6 3TH
t: 02392 370044

Isle of Wight Office

Suite 4, Cemoc House, Rectory Drive, Ryde, PO33 4QQ
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Our Accreditations

Citation ISO Certification Environmental management ISO 14001: 2015 REGISTERED

Citation ISO Certification Quality management ISO 9001: 2015 REGISTERED

Citation ISO Certification Occupational health and safety management ISO 45001: 2018 REGISTERED

BiCSc THE BRITISH INSTITUTE OF CLEANING SCIENCE

ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME SILVER AWARD

LIVING WAGE EMPLOYER

disability confident COMMITTED

CHAS Accredited Contractor CHAS.co.uk

CYBER ESSENTIALS CERTIFIED

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Welcome to Nviro

I am delighted to welcome you to Nviro. You'll find that we're a different kind of cleaning business – our purpose is to make a meaningful contribution to society, making a commitment to working in a way that enables people to truly thrive.

As a purpose-led business, we want to make a difference in our communities. Our strategy is to recruit and retain great people, work with great clients and deliver great service.

Our vision is to transform from a contract cleaning business to a professional service provider of clean, hygienic and safe environments. That means that we want to be recognised for the knowledge, skills and expertise that we bring to the job and we work with clients where we can be open and honest, and offer solutions that enable them to meet their own strategic goals.

We create great environments where building users can thrive. It's important to us that our building users are able to focus on their purpose – on the reason they are in the building – comfortable that they are in a clean, safe and hygienic environment.

We hope that will be important to you too and that Nviro will help you to thrive whilst helping others to fulfil their potential!

Best wishes,

Marc Goodey,
Managing Director, Nviro



Our Why

"Creating clean, hygienic and safe environments for our building users to thrive."

Our Values

Our business values are front and centre of everything we do – they help us make decisions about who we work with and how we work, how we behave and how we respond to each other. They were key in our decision to commit to paying the Real Living Wage as a minimum for all colleagues and they are the reason that Nviro is different to organisations you may have worked for before. We look forward to sharing them and their impact with you every day.



Dignity Before Profit

We believe that dignity should never be the price of profit. By working with clients who share our values, we enable our people to earn a decent day's pay for a day's work, in an environment that values their contribution.



Work With Meaning

We believe that when people know that their work contributes to something beyond themselves, it builds self-worth and gives their job meaning. That's why we're championing the role of cleaning in the world, ensuring our people - and our clients - understand the difference they make.



Potential to Thrive

We believe that it's only possible to fulfil your potential when your basic needs are being met. To learn, teach or work effectively, you need to know your environment is clean, hygienic and safe. We create spaces where people can be their best, while also building a culture that allows our people to thrive.

Strategic Anchors



We believe that in order to achieve great environments where building users are happy and can thrive, we must have a team of great people great clients and provide a great service.

Great People

We believe that if we look after you, then you will look after our customers and deliver clean hygienic and safe environments for building users to thrive in. But we want you to thrive too.

So, we look after your personal wellbeing. We pay Real Living Wage without compromise and we will only work for clients who agree to our Partnership Agreement. Defined by our colleagues, our Partnership Agreement is a set of standards that ensure you are treated with dignity, meaning and consideration.

We provide you with a range of flexible benefits and we create a culture of acceptance and inclusion. We want to make sure you are skilled, safe and effective in what you do, so we will make sure you are properly trained so that you know how to deliver the Nviro service and use our equipment.

Finally, we want you to be motivated so we share positive feedback, regularly recognise your achievements and progress, and celebrate with you when something good happens in your building. We want you to understand and recognise that every day you make a difference to the lives of our building users.



“Thank you for your dedication and professionalism. And also for your positive attitudes. What you do, every day, really makes a difference - creating pleasant, safe and comfortable spaces in which the whole university community can thrive. Thank you!”

Geoff Smith, Vice-Chancellor & CEO
Regent’s University London



“The team are a pleasure to deal with and provide a professional and thorough cleaning solution for our buildings. Led by their Area Manager, Michele, high standards of cleaning are both attained and maintained through his excellent management and people skills.”

Darren Breen, Area Premises Officer
Brighton & Hove City Council



“Thank you to each and every one of our cleaning team. Thank you to Doug who leads and supervises the team so well, ensuring our college is clean and tidy. Your efforts are very much appreciated and you all are an essential part of our college community.”

Jo Tarleton, Premises Supervisor
Worthing College

Great Clients

We have made the decision to only work with clients who value what we do. For our clients, providing a clean, hygienic and safe environment is integral to what they do, it's part of their service. Often they provide services vital to enable our communities to thrive – schools, universities, fire service, police service, libraries, children's services and outdoor spaces. We are pleased to play a role in our communities, helping to make our world a better place.

We make efforts to build relationships with our clients and to understand how we contribute to their goals and aspirations. We add value to their environment and enable their building users to feel safe.

























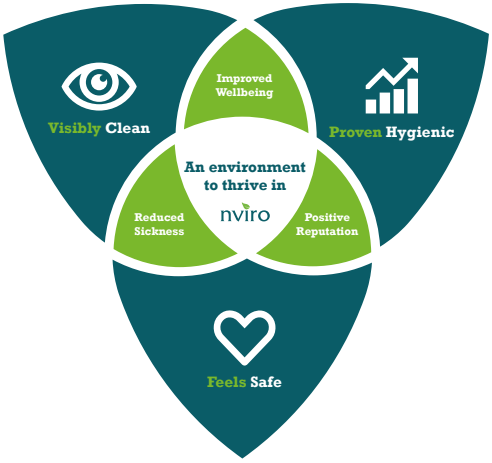
It almost goes without saying that we want to deliver high standards and be pro-active with our customers – explaining how we can best support them. We all have a role to play in ensuring that we deliver a high-quality service that fulfils the specification and meets expectations whether that's ensuring our invoicing is on time and accurate or whether we've cleaned everything we said we would. We also want to advise clients about how we can help them look after their buildings and provide pro-active solutions.

Great Environments

When we combine great people and great clients together, we create an environment to thrive in. And that's the Nviro proposition.

Clean, Hygienic and Safe

The service provided by most cleaning contractors creates a **clean** building. Getting the basics right - no dust, no cobwebs, no sticky fingerprints. This is what you can see, what you can touch, and sometimes smell. We do this in a way that gives our building users confidence that we know what we are doing and that we've all been trained to use the equipment correctly and safely.



Hygiene cannot be seen, it's created. By using smart products and technology in a regular routine to minimise the risk of spreading infections and illnesses, ensuring wellbeing and peace of mind. Our Clean, Hygienic and Safe framework is designed to deliver strong results while making sure budgets work harder by reducing sickness, minimising maintenance costs, and promoting healthier spaces for everyone.

We clean deeper than the eye can see. Our approach is underpinned by competence, strict adherence to BICSc standards, the industry benchmark for technical and cross-contamination prevention. We minimise risk through proactive planning of cleaning routines and a considered approach to chemical selection to effectively eliminate specific hygiene issues.

The third element of the Nviro services helps reduce anxiety amongst our building users by explaining what we are doing to keep them **safe**. This reduces anxiety around being in buildings and amongst other people – especially after Covid – and we're finding it really helps improve wellbeing.

To find out more, please **scan the QR code** to watch our Clean, Hygienic and Safe (CHS) video.

Find out more

What Do We Expect?

We set high standards. For ourselves, and our clients. But what do we expect from you? Our culture supports us to be respectful, resilient, collaborative and passionate. Here's what we expect!

Respectful

- Talk to people in a kind manner and be understanding.
- Be polite to all colleagues, clients and building users.
- Greet everyone on site.
- Respect other cultural/religious beliefs.
- Be inclusive of all differences.
- Show interest when a colleague or client explains something to you.

Resilient

- Have a plan if something goes wrong (e.g. if kit isn't working, know who to call).
- Take solutions to the client, not the problems!
- Show self-awareness.
- Know that it's ok to make mistakes as it's an opportunity to learn.
- Ask for help if you're unsure about how to do something.

Collaborative

- Work together - even if you are an expert, work with those around you who can offer a different approach or fresh ideas.
- Show gratitude for help.
- Give people a voice.
- Let colleagues know if any equipment is faulty/unsafe or if cleaning supplies are running low.
- Celebrate success together!

Passionate

- Show up on time and look smart.
- Be an ambassador for the company.
- Help and uplift others.
- Be willing to learn.
- Care about your clients and their building users and not just going on site to complete a shift.
- Remember to have fun along the way!

Communication

We want to keep you up-to-date and regularly check how you are getting on. We also want to share the good news and positive feedback from customers as well as recognise the brilliant work that we all deliver. There are many ways we communicate with you, but we've listed the main channels below so that you know what to expect.

Elementsuite App

When you start with Nviro, you will receive a welcome email. This email will give you guidance on how to logon to elementsuite and how to download the app.

Elementsuite is our main method of communication with our colleagues. It provides you access to business documents, helps you to stay updated on news and announcements, participate in surveys and polls, access training materials, view and apply for internal vacancies, manage your personal details, request holiday, view payslips, and explore your benefits, all in one location and with a sleek social media inspired feel to enhance your Nviro experience.

Elementsuite Access Code – **1423**

Monthly 1-2-1

You should have a regular in-person 1-2-1 with your Line Manager. This can be a formal sit down together or can be a brief chat. Your manager will explain how this will work to suit you both.

Net Promotor Score (NPS)

Each month you will receive a request from elementsuite to input your NPS Score. Your NPS score is based on how likely you are to recommend Nviro to a friend or family member. This allows you to tell us how you feel about Nviro. You will also be asked how we could improve your score by 1. We are always looking for ways we can make things better for our colleagues. It is important to remember that giving low scores is also ok as it gives us an opportunity to improve. We report on this score each month and try to improve it, so if you have any ideas, please let your Line Manager know.

Nviro Website

Colleagues can find more information about Nviro, including our services, who we help, our social responsibility, blogs, videos, current vacancies and much more!

Please visit our website to find out more: **www.nviro.co.uk**

NviroNet

NviroNet is our library of information. It's where you will find business documents. This is accessible for Support Colleagues, via the Nviro Website.

Email

We ask that all of our colleagues provide an email address during their onboarding, so that they are able to sign up to elementsuite and create an account. Without an email address, colleagues will be unable to access the system and app.

WhatsApp

Some teams and sites have their own WhatsApp groups to share information about their site or their contract. Your manager will let you know if your team use this facility.

Social Media

We use Facebook, X and LinkedIn to share updates about the business and would love you to follow us:

 **@nvirocleaning**

 **Nviro Limited**

 **@nvirocleaning**

Please refer to our **Social Media Policy** that was given to you during your induction.

Colleague Benefits

Company Pension Scheme

Nviro operates a qualifying Auto-Enrolment Workplace Pension Scheme. You will be sent details of the scheme in your welcome pack. There is also information on the Company Pension Scheme on the Employee Portal.

Shine Recognition Scheme



Scan to nominate

As a way of recognising all the great work and achievements that go on within Nviro, we ask our colleagues and clients to take part in our Shine Recognition Scheme, which enables colleagues and clients to nominate either individuals or a team within Nviro.

Winners and Runners up are chosen quarterly from the nominations received. Winners will receive £100 vouchers of their choice or an extra day. Runners up will receive a £20 shopping voucher. Winners and Runners up will also receive a card and certificate which will be announced on our social media platforms.

If you would like to nominate, please **scan the QR code.**

Wellbeing App - myStrength

myStrength is a confidential digital wellbeing platform provided by Teladoc Health. It offers personalised support to help you manage stress, anxiety, low mood, sleep issues, and everyday challenges, all at your own pace. myStrength gives you access to:

- Personalised wellbeing content based on your needs
- Tools and techniques to support mental health and emotional wellbeing
- Guided activities, mood tracking, and coping strategies
- Support for topics such as stress, resilience, sleep, confidence and more

How to sign up:

1. Visit the myStrength website: www.mystrength.com
2. Create an account using the company access code: **E31276**
3. Follow the on-screen steps to complete your registration

Once you're set up, you can start using myStrength straight away.

Refer a Friend Scheme



This scheme has been set up to reward those who introduce a friend or relative to Nviro, in an area that we are currently recruiting. If you recommend someone to Nviro and they are successfully recruited, you will receive £50. If the individual stays with Nviro for a further three months, we will give you another £50! For further details and/or an application form, please visit the Employee Portal or speak to your Line Manager.

The People's Choice Awards

These annual awards celebrate team members who have made an impact on Nviro over the last year, and to be acknowledged for their invaluable contribution to Nviro. Our winners will be invited to Nviro's Annual Get Together where they will receive a certificate and prize. There are five award categories for cleaning colleagues and five award categories for support colleagues. Details will be communicated to you prior to the event.

Colleague Appreciation Month



Colleague Appreciation Month is one of Nviro's ways of thanking our team for all the hard work they do, in looking after our customers. Colleague Appreciation Month takes place annually. During this month there will be a variety of engagement activities, competitions and prize giveaways.

Length of Service



The success of Nviro is the direct result of our valued colleagues and your passion and loyalty do not go unnoticed. At milestones of 5, 10 and 15 years you will receive a personal letter and certificate. After 20 years you will receive £100 shopping vouchers.

Discount Portal



All colleagues have access to a shopping discount portal to help their pay go further. This gives you access to discounts at a variety of retailers. If you have an Nviro email address, you will automatically be registered and sent a welcome email from Benefits Hub. If you do not have an Nviro email address and have provided us with a personal email address, you will be sent an invitation by Benefits Hub to register. Your welcome email will include all details on how to access the Benefits Hub and take advantage of all it has to offer.

Christmas Raffle



As a way of saying thank you at Christmas for all the hard work over the year, you will be entered into a Christmas raffle with lots of prizes up for grabs. We will send out a communication to your email address announcing the prizes on offer and will contact you if you are one of our lucky winners.

Wellness and Benefit App - WeCare

We use a provider called 'WeCare' who offers a range of wellbeing services including counselling, financial and legal guidance, and a 24/7 GP. WeCare provides an extensive range of virtual services, to support your medical, mental, legal, and financial well-being. You will also have access to 10 free counselling sessions annually.

The easiest way to access is by downloading the 'WeCare' app.
This is the icon to look for when downloading the app to your phone. You will need to set up a profile and use Nviro's unique access code **E31276.**
Alternatively, you can head to **wecare-cl.com** or phone **0800 917 9330.**

If you have any problems accessing the app, please contact Amy Kavanagh, Engagement Executive on **akavanagh@nviro.co.uk**

All of our colleagues have access to the services, as well as your immediate family (i.e. your spouse, partner, parent, or sibling living in the same household, and any dependent under the age of 21 and in full time education, or is a dependent because of a disability). If any of your colleagues need support, please do not hesitate to direct them to use these. This is completely confidential.

Be a Hero Day



All our colleagues are entitled to a paid day off for volunteering (pro-rata for part-time colleagues and for those colleagues that start part way through the year) in recognition of 'Be a Hero Day'.

We don't mind when colleagues use their day. We just encourage them to use it, at any point in the year, as an opportunity to 'be a hero' in their local community or to their family or friends. Some examples might include supporting a school fundraising event, participating in a community volunteering event, or taking part in one of our company-led volunteering days. All volunteering days must be requested through elementsuite by selecting 'Be a Hero Day' as the absence type. All requests should be agreed in line with the Company Holiday Policy.

Training

At Nviro, training is a crucial element that supports our colleagues with the skills required to keep them safe, carry out their responsibilities and to support personal aspirations for career development.

Our training programmes are designed to:

- Support safety objectives
- Provide skills and tools by role to support responsibilities
- Create development paths to aid career progression
- Upskill our colleagues in areas that will aid their personal growth

Your development journey will start with an induction programme tailored to your role and we will continuously develop your skills as identified as being useful and relevant by yourself and your Line Manager.



Protecting our Colleagues and the Business



It is our mission to look after our people, and to do so we have a range of policies in place to protect our colleagues, our clients, our building users and our business. All of our policies can be found on elementsuite. We will always strive for fairness and equal opportunity and penalise poor, offensive and illegal behaviours and conduct.

Equality, Diversity and Inclusion

At Nviro, we are committed to creating an environment where all colleagues are respected and included and there is no place for any form of discrimination, harassment, or victimisation.

Please refer to Nviro's **Equality, Diversity and Inclusion Policy (EDI)** available on elementsuite for further information on how we champion EDI and how to report unfair treatment.

Sexual Harassment

We support our colleagues to be healthy, happy and satisfied so that they feel good and can function well both at work and personally. All colleagues are entitled to be treated with dignity and respect in our place of work. This means freedom from sexual harassment, feeling safe and supported and having access to redress if such behaviour does arise.

Please refer to Nviro's **Sexual Harassment Policy** available on elementsuite for further information on how we support our colleagues.

Confidentiality and Data Protection

We ensure that private and personal information about our colleagues, our clients and our business is well-protected. Nviro is committed to being transparent about how it collects and uses the personal data of its workforce, and to meeting its data protection obligations in line with General Data Protection Regulation.
If you are unsure of any aspect of confidentiality or security for your premises, you should speak to your Line Manager.

Please refer to the Company's **Data Protection Policy and Colleague Privacy Notice** available on elementsuite.

Safeguarding

We are committed to working with our clients to ensure our colleagues safeguard and promote the welfare of children and vulnerable adults in the workplace by keeping them safe and free from harm. Where there is a requirement by our clients, we will ensure that our colleagues have a DBS certificate, and that it is renewed every 3 years, at the cost of the company.

The health and wellbeing of our colleagues is fundamental. On elementsuite you will find a **Safeguarding Flowchart**, which gives guidance on how to report any safeguarding concerns you may have. Nviro are committed to ensuring that our colleagues are aware of the procedures in place to support and safeguard a vulnerable colleague, children or any other vulnerable adult, by carrying out the appropriate training.

Modern Slavery

Ensuring that our colleagues work in an environment free from exploitation is non-negotiable. Nviro takes a zero-tolerance approach to modern slavery in all forms, including in our supply chains. We have robust processes in place to eliminate risk of exploitation in our workforce. Please refer to our **Modern Slavery and Human Trafficking Statement**, which can be found on elementsuite.

Colleague Code of Conduct

As you are employed by Nviro, all Company policies apply to you. We have some additional expectations about your behaviour at work, which are outlined in further detail in the **Colleague Code of Conduct** and our policies which can be found on elementsuite. Please also reach out to your Line Manager or the HR Department if you have any questions.

Social Media

We respect your right to a private life, however, the business must also ensure that confidentiality and its reputation are protected. Everyone working for Nviro represents the business and its brand, so we need to have that at the forefront of our minds when using social media.

If you notice any posts on social media that contain business information which you believe to be confidential or that may cause reputational damage to Nviro, you can report this to your manager or our Portsmouth Office on **02392 370044**.

If you would like to share Nviro's social media posts to help us grow the business or support recruitment campaigns, we would be delighted. Please refer to Nviro's **Social Media Policy** on elementsuite for further information.

Smoking & Other Substances at Work

Smoking (including e-cigarettes), bringing alcohol or any unlawful drugs to the workplace, and/or attending work intoxicated is strictly prohibited on any of our client sites or at our offices. Please use designated smoking areas where applicable but only within allocated break times which will be outlined by your Supervisor/Line Manager.

Please refer to the **Alcohol and Substance Misuse Policy** on elementsuite for more information.

Trade Unions

Nviro values and respects the right of colleagues to join, or choose not to join, a trade union of their choice. We are committed to ensuring that colleagues are treated fairly and will not face any detriment, or less favourable treatment because of their trade union membership, non-membership, or participation in lawful trade union activities. Colleagues are also supported in their statutory right to have a trade union representative present at formal disciplinary or grievance meetings.

HR and Pay

It is important that our records are correct, as inaccurate or out-of-date information may affect your salary or cause difficulties in situations where contact is required for emergencies. You can update your personal data on elementsuite.

Your Pay

Our cleaning colleagues are paid four weekly. Support colleagues are paid monthly on the last working day of every month.

Our cleaning colleagues are encouraged to check-in and out of their shift on the elementsuite app, to show attendance at work. Your check-ins and outs will directly sync with your timecards, ensuring accuracy in your pay. Your booked holidays will also automatically appear on the timecards. As soon as your manager approves your hours, you can instantly see your expected pay in the app.

You will find a how to guide on checking-in and out on elementsuite under the "**Help and Support**" tile.

Payslips for all our colleagues will be available on elementsuite the day before you are due to get paid under the My Payslip tile.

Holiday Leave

Your work-life balance is important to Nviro, and we encourage all our colleagues to utilise their holiday entitlement to spend time recuperating, doing things they enjoy and spending time with their loved ones. Logon to elementsuite and click on the **"My Details"** tile to view your holiday entitlement and book holiday.

To allow for consistency and fairness, we ask that some basic rules are followed when booking your holiday. Please refer to our **Holiday Policy** available on elementsuite, under **"Documents"** for further guidance.

Attendance

Nviro aims to encourage all its colleagues to maximise their attendance at work while recognising that colleagues will, from time to time, be unable to come to work because of ill health or due to emergencies. To help us manage absence, we have some basic rules that we ask you to follow when reporting your absence and whilst you are off work. In addition, we have policies in place to ensure fairness and consistency when managing absence. These can be found in the **Company's Short Term Sickness Absence Policy** and **Long Term Sickness Absence Policy** available on elementsuite.

Dress Code

All cleaning colleagues will be provided with a personalised uniform and/or lanyard to protect and identify you whilst you are working. Where you work in an office environment you are required to dress in a manner suitable for the work you are carrying out that day. Please refer to our **Company Dress Code Policy** available on elementsuite for more information.



Health and Safety

The health and safety of our people and building users is our number one priority within Nviro, and we recognise our legal duties of care as set out in the Health and Safety at Work Act 1974. We have robust procedures and guidelines in place and our management system is accredited to the OHSAS 45001 standard.

Our business is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through preventative action and emergency management.

Health and Safety is everyone's responsibility. Managers at Nviro are responsible for providing a safe environment in which to work and safety procedures to work to. It is everyone's responsibility to be aware of risks and report hazards and near misses to their supervisor or Area Cleaning Manager to prevent accidents. Failure to follow Health and Safety procedures could lead to accidents putting ourselves, our colleagues, and the public at risk. All colleagues are expected to practice good housekeeping and ensure the safe use of machinery, hazardous substances and any other electrical appliances is practised at all times.

A full copy of **Nviro's Health and Safety Policy Statement** is available on elementsuite.



Accident Reporting

If you have an accident at work, you must report it to your Line Manager immediately or as soon as practicable. All sites should have a supply of Nviro Accident/Incident Report and Investigation Forms that you must fill in when the accident occurs. You should complete Part A and then pass the form to your Line Manager to complete the rest.

If for any reason you cannot contact your Line Manager and you are unsure who to report the accident to, please ring the Portsmouth Office on **02392 370044** and they will be able to assist you. You must cooperate with any subsequent investigations which may be required.

Near Miss Reporting

A near miss is a potential hazard or incident that has not resulted in any personal injury or property damage. Examples of a near miss includes a wet floor without signage, mixing chemicals to remove stains or an unsecure cleaning cupboard.

It's important that colleagues understand what a near miss is and how to report it so that we can reduce accidents and keep everyone safe on sites.

How to report a near miss:

Scan the QR code





To report a near miss, please **scan the QR code** using a mobile device and complete the form.

Alternatively, colleagues can email a description (Where, When, What) to **nearmiss@nviro.co.uk**

RIDDOR

Some accidents have to be reported to the Health and Safety Executive (HSE). If an accident involves a broken bone, severe cuts, serious burns or electrocution, loss of consciousness or a fatality, you must inform your Line Manager immediately and where appropriate, call 999.

Environment and Sustainability



Nviro's values ensure Nviro are a socially responsible and desirable partner, supplier, and employer. Key to this is:

- Raising awareness to enhance our focus on the positive promotion of the environment and how we can minimise impact.
- Supporting our clients who are making a meaningful difference in their local communities, by way of innovation and continuously improving working practices to enhance their interactions with us and the impact we have on the environments that they inhabit.

All support colleagues are provided with Environmental Awareness training as part of your induction so we can all work together in our ongoing commitment to protect the environment.

Please refer to the **Environmental Social and Governance (ESG) Impact Report** which is available on the website.

Creating clean, hygienic and safe environments for building users to thrive









nviro

Clean | Hygienic | Safe