Social Impact Policy

Full policy | POL-45 | Version 2026.10.23

Reviewed and approved 23 October 2026 | Approved by the Managing Director

Turn our commitments to fair work, reliable services and local communities into proportionate actions that can be evidenced.

1 Purpose and scope

We aim to make a positive contribution through the way we deliver cleaning services, treat people and work with our supply chain. This policy makes that aim practical and proportionate to a small business managed by two active directors with a largely contracted workforce.

It covers people working for us, clients, residents and other building users, suppliers and local communities. Social impact activity must support lawful, safe and reliable delivery; it must not be used to excuse poor employment practice or exaggerated marketing claims.

2 Responsibilities

The directors agree priorities and resources through the QMS. The Managing Director maintains policy, objectives and evidence; the Operations Director applies the commitments in contractor relationships and site delivery. Supervisors and contractor leads must communicate relevant actions to their teams.

No person may promise sponsorship, charitable support, paid volunteering or a service donation on the company's behalf without director approval. An approved action must state who will deliver it, what resources are available and how completion will be evidenced.

3 Fair work and wellbeing

Provide clear expectations, safe methods, suitable welfare arrangements and access to understandable training. Pay employees in accordance with their terms and legal entitlements. Agree fair and clear commercial terms with contractors and pay valid invoices in accordance with the agreement.

Do not assume that a contractor arrangement removes responsibilities for safety, equality, exploitation risks or employment status. Use OP-CON and the relevant people policies. Raise concerns about withheld pay, coercion or unsafe work promptly.

Consider flexible arrangements where practicable and required by law. Encourage people to raise difficulties without retaliation. This policy does not create a separate paid-leave scheme or alter contractual entitlements.

4 Opportunity and development

Select people and businesses using relevant criteria and provide fair access to training and suitable opportunities. Consider competent local businesses where this supports delivery and reduces unnecessary travel. Do not exclude other suitable suppliers simply because they are not local.

Use the QMS approach to induction, practical training and feedback to improve capability. Make instructions accessible through language support, demonstrations or other suitable means. Do not promise apprenticeships, placements or employment programmes unless arrangements and resources have been agreed.

5 Community and client relationships

Consider requests for practical support, cleaning resources or community involvement case by case. Check the organisation, intended benefit, safety, insurance, conflicts and costs before approval. Donations and sponsorship must also satisfy the anti-bribery policy.

Participation in voluntary community activity must be genuinely voluntary. Any paid time, expenses or use of equipment must be agreed beforehand. Record what was delivered and obtain permission before using a person's name, image or story publicly.

Respect residents' privacy, property and dignity while working in their accommodation. Agree access and communications with the client, minimise avoidable disruption and deal with feedback through the QMS complaints arrangements.

6 Environment and responsible business

Apply the Environmental and Sustainability Policy and Waste Management Policy to products, travel, resource use and waste. Social impact claims must not suggest that every product is harmless or that all waste is recycled.

Use honest quotations, accurate records and transparent dealings. Follow the anti-bribery, tax-evasion, equality and anti-slavery policies. These duties apply to normal business activity as well as any community initiative.

7 Objectives evidence and reporting

At management review, agree a small number of useful actions that the business can resource. Each action must have an owner, intended outcome, target date and evidence. Suitable evidence might include completed training, supplier participation, payment performance or records of an approved community activity.

Establish a baseline before claiming improvement. Do not invent percentages, volunteer hours, donations or charity partnerships. Distinguish planned actions from work completed and describe limitations where outcomes cannot be measured reliably.

The Managing Director checks public statements and tender claims against the evidence. Keep records in the existing QMS structure and apply the relevant retention periods. Personal information and sensitive case details must not be included in public reports.

8 Concerns and review

Raise suggestions, complaints or concerns with either active director. Acknowledge client complaints within one working day in line with QM-01. Urgent safety, exploitation or safeguarding concerns require immediate action through the relevant procedure.

Review this policy and the action record at least annually, considering feedback, delivery results and changes to the business. Record improvements and communicate changes to those affected.

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Reviewed and approved by the Managing Director on 23 October 2026.

Next review 23 October 2027, or earlier if the law, risks or working arrangements change.