



# Team Callver – Your HANDBOOK



# Let's CLEAN!



## Welcome to Team Callver – Your Handbook

Welcome to The Callver Cleaning Co, part of The Callver Group Ltd.

### A Warm Welcome to Team Callver!

Welcome to Team Callver! You are now part of a growing, friendly, and highly motivated crew that's redefining what it means to work in commercial cleaning. We don't just clean — we uplift, support, and power through together. Whether this is your first role in the cleaning industry or you're a seasoned pro, we are thrilled to have you with us.

The Callver Group Ltd is your employer, and we proudly trade as The Callver Cleaning Co. But around here, we go by Team Callver — because teamwork is at the heart of everything we do.

This handbook is your guide to working with us. It's built to give you what you need — clarity, confidence, and a genuine feel for the Team Callver way. We believe in being helpful, open, and fun to work with. We celebrate wins together, tackle challenges together, and support each other always.

### About This Handbook

This handbook is more than a list of rules — it's your go-to resource for all things Team Callver. We've condensed and crafted it with care to make sure it's readable, understandable, and genuinely useful. While it's friendly in tone, it's 100% professional and compliant with UK employment law.

Think of it as your guidebook. It outlines what's expected of you and what you can expect in return. Some topics — such as your pay, hours, and location of work — are detailed in your contract of employment.

Every Team Callver Cleaning Operative receives a personal, tailored contract based on what suits them. We work hard to plan cleaning work that fits into your life, near where you live.

You'll also receive important health and safety information before your first day, and updates will always be shared with you and available at [www.callver.com/stuff](http://www.callver.com/stuff).

### How We Work

#### Team Culture

We work as a team — always. Team Callver means support, respect, and sharing. Whether you're starting out or stepping up, you'll find encouragement, mentoring, and mateship here.

We're committed to:

- Clear communication
- Celebrating individual wins and team achievements
- Helping one another improve and grow

### Timekeeping

Punctuality matters. It shows reliability and respect. We ask you to arrive on time and be ready to begin work at your scheduled start time. If you're running late or unable to attend, notify your Team Leader as soon as possible.

### Clocking In and Out

All Team Callver Cleaning Operatives are required to clock in and out for every shift using our app, which is powered by GPS. This helps us know you're safe, track hours accurately, and keep things running smoothly.

**⚠ Important:** You MUST clock in and out while physically on the premises where the cleaning work is being done. The system uses GPS — so we'll know if you don't, and that WILL be a problem. Please don't let it be. It's easy to do, and part of being a reliable and trusted member of Team Callver. If you have any tech issues or aren't sure how to use the app, let your Team Leader know right away.



## Uniform

We provide every Team Callver Cleaning Operative with a full, branded uniform — and it must be worn while carrying out any cleaning work on a customer's premises. This is non-negotiable. Your uniform identifies you as a trusted and professional part of our team, and it helps customers feel secure and confident in who is in their space.

Wearing your Team Callver uniform shows you care about doing the job properly — and we ask you to wear it with pride.

Please:

- Arrive for every shift in full, clean uniform.
- Make sure you're tidy and presentable.
- Always wear your uniform while on-site conducting cleaning work.

Need extra items or a replacement? Just ask. We'll make sure you've got what you need.

**Out and about in your uniform?** Remember, you represent Team Callver wherever you are. We trust you to act respectfully in public when in uniform — your behaviour matters and reflects on all of us. A smile and a good impression go a long way.

Thank you for respecting this policy. It's a big part of what makes Team Callver shine.

## Communication & Tech

We keep in touch using phones and apps. Use mobile phones appropriately — always avoid use during active cleaning unless it's work-related. Your Team Leader will show you how to use any communication or scheduling apps.

## Code of Conduct

We're big on kindness, integrity, and positivity. Always treat customers, colleagues, and anyone you encounter with respect. If something goes wrong, we own it and we fix it. Gossip, bullying, and discrimination have no place here.

## Supervision & Team Leadership

Support is always close at hand. Magda, your dedicated Callver Team Leader, is here to guide, support, and check in with you. Rachel, our incredible Head of Operations, ensures everything runs smoothly behind the scenes and is always working to improve our systems for you. And Scott, our Head of Business, leads the whole Callver Group with passion and purpose, making sure we grow in the right way and stay true to our values.

## Health & Safety First

Your health, safety, and wellbeing are absolutely top priorities. Cleaning can involve chemicals, equipment, and lone working — so we make sure you're trained, prepared, and protected.

## Safety Culture

- Every job has a risk assessment.
- We train you to work safely from day one.
- Health and safety documents are updated regularly — check [www.callver.com/stuff](http://www.callver.com/stuff) anytime.

You'll learn how to:

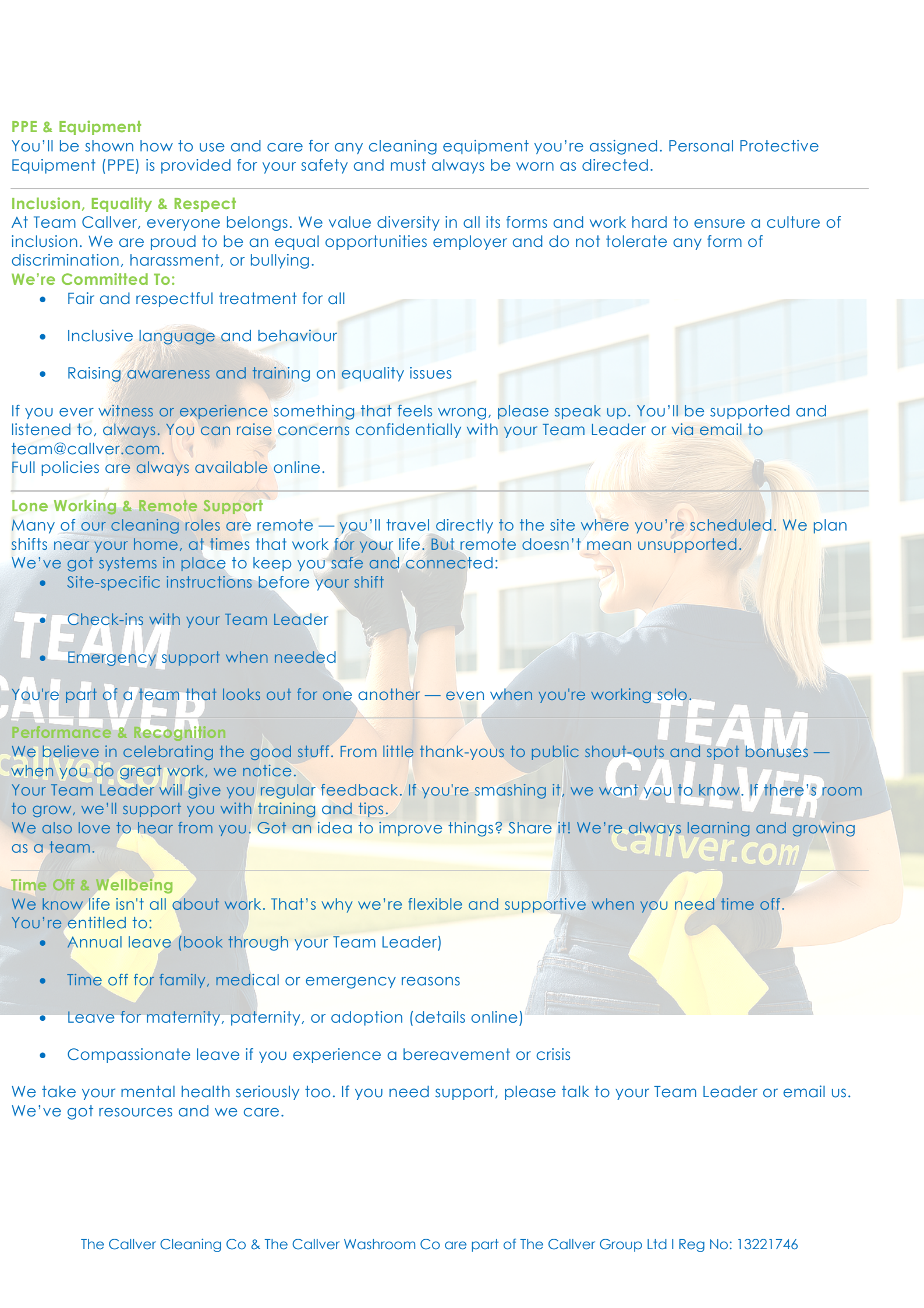
- Use cleaning materials safely (COSHH)
- Lift and move items properly (manual handling)
- React in emergencies and find first aid
- Navigate lone working safely

## Lone Working

Many Team Callver roles are solo — but you're never truly alone. We've got check-ins, GPS tracking (where agreed), emergency contact procedures, and safe working practices in place.

If you ever feel unsafe, speak to your Team Leader. No job is more important than your wellbeing.





**PPE & Equipment**

You'll be shown how to use and care for any cleaning equipment you're assigned. Personal Protective Equipment (PPE) is provided for your safety and must always be worn as directed.

**Inclusion, Equality & Respect**

At Team Callver, everyone belongs. We value diversity in all its forms and work hard to ensure a culture of inclusion. We are proud to be an equal opportunities employer and do not tolerate any form of discrimination, harassment, or bullying.

**We're Committed To:**

- Fair and respectful treatment for all
- Inclusive language and behaviour
- Raising awareness and training on equality issues

If you ever witness or experience something that feels wrong, please speak up. You'll be supported and listened to, always. You can raise concerns confidentially with your Team Leader or via email to [team@callver.com](mailto:team@callver.com). Full policies are always available online.

**Lone Working & Remote Support**

Many of our cleaning roles are remote — you'll travel directly to the site where you're scheduled. We plan shifts near your home, at times that work for your life. But remote doesn't mean unsupported. We've got systems in place to keep you safe and connected:

- Site-specific instructions before your shift
- Check-ins with your Team Leader
- Emergency support when needed

You're part of a team that looks out for one another — even when you're working solo.

**Performance & Recognition**

We believe in celebrating the good stuff. From little thank-yous to public shout-outs and spot bonuses — when you do great work, we notice. Your Team Leader will give you regular feedback. If you're smashing it, we want you to know. If there's room to grow, we'll support you with training and tips. We also love to hear from you. Got an idea to improve things? Share it! We're always learning and growing as a team.

**Time Off & Wellbeing**

We know life isn't all about work. That's why we're flexible and supportive when you need time off. You're entitled to:

- Annual leave (book through your Team Leader)
- Time off for family, medical or emergency reasons
- Leave for maternity, paternity, or adoption (details online)
- Compassionate leave if you experience a bereavement or crisis

We take your mental health seriously too. If you need support, please talk to your Team Leader or email us. We've got resources and we care.

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### Grievances & Feedback

If something's not right, we want to know so we can make it better. Whether it's a personal issue, a workplace concern, or feedback on how we operate — your voice matters.

Here's how we handle concerns:

1. Talk to your Team Leader — they're there to help.
2. Still not resolved? Email us at [team@callver.com](mailto:team@callver.com)
3. If needed, we'll set up a confidential meeting with someone from our central team.

We also love hearing what's working well. Shout out a colleague, suggest a new cleaning product, or share a tip — we're all ears.

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### Wrapping Up

We're so excited to have you with us. This is more than a job — it's a team. A community. A company that believes in doing things better.

As you step into your role, remember:

- You matter.
- Your work is valued.
- And your success is our success.

Let's make every clean count — together.  
Welcome to Team Callver!

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### Resources

Your latest safety docs, policies, and helpful guides are at: [www.callver.com/stuff](http://www.callver.com/stuff)

Email us anytime: [team@callver.com](mailto:team@callver.com)

Call us: 01923 750510

