

- All staff will adhere to an acceptable level of personal hygiene.
 - All staff will be presented in Clear Environment uniforms; either Clear Environment polo shirts, sweat shirts or fleeces.
 - All staff will be wearing appropriate PPE. No jeans, no trainers.
 - All staff will be English speaking, polite and courteous.
 - All vehicles will be clean, well maintained and well presented.
 - All vehicles need to carry the correct and appropriate tackle and equipment.
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- Punctuality: Problems encountered that will cause a delay, of whatever nature, must be reported immediately to the Clear Environment Operations Manager. This allows us to keep our client aware and manage our client's expectations.
 - Allocation of Resources: Agreed and published (on DPW) resources must be supplied on each and every project. Any discrepancy in resources must be reported to Clear Environment Operations Manager before the arrival of teams on site.
 - Skills: Appropriate staff, need to be allocated to suit the project being undertaken. Furniture fitting done by fitters. Internal relocation done by porters. Supervising done by supervisors. Packing and filing will be done by literate English speakers.
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- Problem Solving: Your problems are our problems. The earlier a problem is reported to Clear Environment Operations by yourselves the sooner we can work together to find an appropriate solution.
 - Honesty: We would much rather hear the truth. An honest and open approach allows for a swift and efficient resolution to any problem.
 - Communication: Commitments made by your staff to our clients must be relayed through Clear Environment Operations or Clear Environment Account Managers at the time of agreement with

the client. This keeps everyone aware and stops work from “slipping through the net” and prevents later invoicing issues. Any additional work not conveyed to the Account Managers or Operations within forty eight hours of the completion of a project will not be chargeable. All off site communication with the client must be done through Clear Environment. Any correspondence by your selves directly to the client by mail, email or fax is not acceptable.

- Manners and courtesy go a long way. Treating a client with respect and keeping a calm and controlled atmosphere on site helps you to finish a project efficiently and unhindered. This is obviously to everyone’s advantage.
- The final details of a project are often the most visible to the client. Clear walkways, uncluttered and organized storage areas and a neat presentation. Ie desks and cabinets aligned, chairs tucked uniformly under desks etc. This leaves a client with the feeling that care has been taken over their project.
- On completion of all work carried out, a signature confirming times on and off site and standard of work must be obtained from the client. This is collected on the Daily Project Worksheet and must be returned to Clear Environment by email or fax within two working days of the projects completion.