

Astrocare Computer Cleaning UK Ltd

Computer & Telephone Cleaning

Company Registration: 7518746

VAT Registration: 107 678 007

Customer Service Brochure

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Why do we need a Computer Cleaning Service?

Recent legislation has highlighted the need for good hygiene practices in the computerised office. Although in many cases cleaning materials are made available to computer operators, they are not always used effectively or regularly. As a consequence, dirt and organic grease builds up on the keyboard, which harbours bacteria and germs such as Pseudomonas Aeruginosa, Salmonella Enteritis, Typhi, Lysteria Mono-cytogenes or Legionella Pneumophila. These can then be easily transferred to the eyes with the fingers, causing conjunctivitis or eye infections, or to the mouth, assisting in the propagation of colds, flu, viruses or digestive tract infections.

The VDU screen is also often left uncleaned leading to loss of character definition and unwanted distraction. Many cases of error and eyestrain are caused by dirty screens. Astrocare Computer Cleaning UK Ltd provides a quality cleaning service that ensures that your keyboard and VDU screen are cleaned regularly to the highest standards, at a cost which is not excessive. In fact the money saved, by not having your computers cleaned for a year, could easily be swallowed up by the cost of just one week's sickness of one key member of staff

Spotlight on Quality

When cleaning a workstation, it is essential that sufficient time is spent on the workstation, to ensure that all the grease and dirt is fully removed. Cleaning materials are used, which conform to the highest food - use standards to ensure operator safety. The cleaning fluids incorporate an active biocide, to prevent any cross-infection. VDU screens are cleaned with a specially formulated cleaning fluid, which will leave your screens crystal clear.

Health and Safety comes First

As you would expect from a company where health and safety are paramount all the materials used are classified as non-hazardous, and in any event COSHH sheets are kept on all cleaning materials used. Careful training of all our operatives ensures that delicate equipment does not suffer damage, and in any event our comprehensive insurance cover serves to further put your mind at rest. Where security is a sensitive issue, Astrocare Computer Cleaning UK Ltd will arrange positive vetting for cleaning staff, but our careful screening procedure, with signed identity card, will ensure that our service cannot be used by unauthorised persons to gain access. You will find details of our Health & Safety information and Method Statement on Pages 4 - 17

Telecommunications Equipment

Astrocare Computer Cleaning UK Ltd also offer a full telephone cleaning service, which is invaluable in preventing infections being spread by indirect mouth contact. A monthly clean by our meticulous staff, with highly effective biocidal cleaners, will ensure that your telephones are hygienically clean and not a source of cross-infection.

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Company Profile

Service

Astrocare Computer Cleaning UK Ltd are careful to assist in the smooth running of your office while cleaning your equipment. For Health and Safety reasons, our operators are instructed to ask a member of staff to log off the machine, and to switch off the power prior to cleaning. This protects both your software and our staff. We will always attempt to clean unoccupied machines first to minimise disruption. Most employees plan some time away from their desks during the day for meetings, breaks etc. Discreet enquiries help us to plan our work around your employees so that there is no loss of work output. In the rare event of dissatisfaction with any aspect of our service, a telephone call or fax to our office will produce a speedy response. We are always happy for potential clients to contact any of our customers to ascertain the long term maintenance of standards. We are more than conscious that our reputation is only as good as the last clean.

Safety

Astrocare Computer Cleaning UK Ltd has been closely associated with good safety practice from its formation. Active membership of local and national safety organisations helps us to keep in touch with the latest good safety practice. We keep a safety note on each of our clients, detailing any specific safety criteria which must be observed on site. Several of our clients are chemical companies where a "permit to work" systems operate. Safety helmets, fluorescent jackets, safety shoes and safety glasses are provided as and when necessary. All operators wear nitrile surgical gloves at all times whilst cleaning to reduce risk of dermatitis, and to provide a degree of insulation whilst working with electrical equipment (which should not be live, but may be adjacent to equipment which is).

Quality

Astrocare Computer Cleaning UK Ltd sets the standards with the initial clean. We believe that a thorough initial clean makes our job easier in the long run. We spend extra time on this so that a high standard is set from the start. The cleaning materials which we use are of the highest quality and are specially formulated so that there is no risk of corrosion of aluminium contacts. (Many industrial detergents contain sodium salts which can attack aluminium). All cleaning substances used are biodegradable. Astrocare Computer Cleaning UK Ltd have an Environmental Policy. At the end of the day there is no substitute for time and we ensure that sufficient time is allocated so that the job can be done to our customers' full satisfaction.

References

Some of our satisfied customers include:

A G Barr Ltd	Caterpillar Logistics	Chess Consultancies	Co-operative Bank plc
DLA Solicitors	Delta Airlines	Greater Manchester Fire Service	Keoghs Solicitors
Scottish & Newcastle Breweries plc	Lancashire County Council	National Computing Centre	Trafford College
Manchester Metropolitan University	Marsh plc	Warrington Borough Council	Wincanton Group

If you wish to contact any of the above for references, please telephone us and we will give you a contact name and telephone number.

Crown House 4 High Street
Tel: 01204 308308

Tyldesley

Manchester

M29 8AL

Email: office@astrocare.co.uk

Mission Statement

To clean your technical equipment thoroughly, efficiently, courteously and unobtrusively.

To leave the equipment looking as nearly as possible as if it has just been installed.

To be noticed by your personnel for what we have done, rather than for what we are doing.

To give you the confidence to be pleased to recommend us to others.

To leave everyone happy that we came rather than happy that we have gone.

To respect your business - its customs, its priorities, its confidence and its personnel.

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Health and Safety Policy and Information

Astrocare Computer Cleaning UK Ltd is committed to providing and maintaining safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information and training as they need for this purpose and to take all reasonable and practicable steps to ensure this.

Astrocare Computer Cleaning UK Ltd accepts its responsibility for health and safety of other persons who may be affected by the Company's activities including members of the public.

As such the company has carried out a risk assessment of all tasks which are or may be undertaken by their employees, and have taken and will take measures to reduce any risks which have been identified or which may be identified in the future.

Any proposed changes in procedures, circumstances or materials are assessed as part of the management systems in relation to change and any such change is reported to employees.

Astrocare Computer Cleaning UK Ltd undertake to consult employees on any matters which are deemed necessary to ensure their health and safety.

Astrocare Computer Cleaning UK Ltd undertake to comply with the Health & Safety and Work Act and any subsequent and associated Acts or Regulations.

Astrocare Computer Cleaning UK Ltd are committed to encouraging a positive safety culture within the organisation at all levels. All business decisions are taken with the Health, Safety and Welfare of our employees as an integral part of the decision-making process.

Astrocare Computer Cleaning UK Ltd train employees in the implementation of safety procedures in relation to their work and will continue to provide training on safety where and when necessary to maintain a high level of safety.

This policy will be kept up to date to reflect changes in the nature and size of the business. To ensure this the policy will be reviewed at least annually.

The Director responsible for safety is Maureen Parkinson who is also the Managing Director. The allocation of duties for safety matters, the identity of competent persons appointed with particular responsibilities, and the arrangements made to implement this policy are set out herein and in associated health and safety documented records.

Signed:
Signed:

Maureen Parkinson - Managing Director
Tracy Davies - Company Secretary

Dated: 20th May 2011

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Health and Safety Policy and Information

Health and Safety Organisation within Astrocare Computer Cleaning UK Ltd

Overall Responsibility:	Astrocare Computer Cleaning UK Ltd Board of Directors
Safety Policy Director:	Maureen Parkinson (Managing Director) 07713 197101
Responsibility for Operational Safety and Operational Safety Training:	Maureen Parkinson (Managing Director) 07713 197101
Responsibility for Office Safety:	Tracy Davies (Administration Manager) 0780 190 8252
Responsibility for Safety Auditing:	Maureen Parkinson (Managing Director) 07713 197101
Responsibility for Safety Management:	Maureen Parkinson (Managing Director) 07713 197101
Responsibility for Product and Substance Safety:	Maureen Parkinson (Managing Director) 07713 197101
Competent Person:	Maureen Parkinson (Managing Director) 07713 197101
Exterior Monitoring Body	Bolton MBC Environmental Health Department Weston St, Bolton 01204 333333

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Health & Safety Information

General Notes

Astrocare Computer Cleaning UK Ltd are committed to a safe working environment for their employees. As such they have carried out a risk assessment of all tasks which are or may be undertaken by their employees, and have taken measures to reduce any risks which have been identified. Astrocare Computer Cleaning UK Ltd undertake to comply with the Health & Safety and Work Act and any subsequent and associated Acts or Regulations. Astrocare Computer Cleaning UK Ltd are committed to encouraging a positive safety culture within the organisation at all levels. All business decisions are taken with the Health, Safety and Welfare of our employees as an integral part of the decision-making process.

The Safety Advisor is Maureen Parkinson who is also the Managing Director.

Safety issues specific to Astrocare Computer Cleaning UK Ltd should be brought to the attention of Maureen Parkinson or Tracy Davies.

Office Work

All office tasks have been assessed for risk. Use of VDU is limited to a maximum of 30 minutes per session with at least a five minute break from VDU tasks per 30 minute session. No more than 6 hours per day, or 24 hours per week should be spent on intensive data entry or word processing tasks.

All office employees are individually assessed for comfort and provided with a fully adjustable chair (adjustable seat and back, height and tilt). Other risks assessed (manual handling, use of work and electrical equipment) are found to carry minimal risk. Office employees should ask for assistance in handling packages or items in excess of 12.5 kilos (the weight of a box of 5 reams of A4 printer paper.) No employee should use the paper guillotine without training and safety instruction. All office employees should embrace the safety ethic and report any unsafe practices or situations to the Managing Director who is responsible for the Health & Safety of employees.

Computer Cleaning

All employees will receive instruction on Computer and Technical cleaning as at any time they may be called upon to demonstrate the cleaning techniques. This knowledge will be required whether as part of sales (a need to demonstrate) administration (our own computers must be kept to a high standard) quality control (he who cannot do, cannot judge) or out in the field as cleaners. It is therefore policy that all employees should be trained to carry out computer cleaning safely. Cleaning contracts will not be accepted which involve work in high-risk environments unless the client operates a safe system of work. In such environments Astrocare Computer Cleaning UK Ltd will carry out a separate risk assessments as regards its own activities.

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Computer Cleaning - Risks during cleaning

Short Term Risks

Slips Trips & Falls mainly due to lack of familiarity with the building . Falling Objects particularly whilst on open sites or in warehouses. Collision with vehicles in warehouses or on factory sites Electrocutation from live electrical equipment. Personal violence when travelling between inner city sites. Astrocare Computer Cleaning UK Ltd have operational procedures which minimise these risks to an insignificant level.

Medium / Long Term Risks

Dermatitis due to contact with cleaning materials / degreasants. Back and other Muscular Strain. Astrocare Computer Cleaning UK Ltd do not consider that on most premises they will be subjected to the same degree of risks as domiciled employees and that except in areas of very high risk any risk will not be significant to our employees due to the short time that they will spend in high risk areas. Most clients will not allow our staff into high risk areas without specific safety training.

Safety rules when cleaning:

When operating on a clients premises, particularly where they consider that there may be a possibility of being required to work in high risk areas, operators should ask at reception whether there are any safety rules which they should obey, whether any areas are out of bounds, whether a "permit to work" system operates and what personal protective equipment is required. Under normal conditions permit to work and PPE stipulations will be clarified at contract stage but any changes to procedure should be noted. Where PPE is required it will be supplied either by Astrocare Computer Cleaning UK Ltd, or by the client. All operators who are required to work in works or warehouse areas will be issued where applicable with ear defenders, safety glasses (if spectacles not worn), safety helmets, safety shoes (if required) and high visibility jackets.

All electrical equipment MUST be switched off and if possible ISOLATED before cleaning commences. Computer Equipment must be logged off and switched off by the CLIENT to avoid any possibility of accidental damage to software. Where for any reason it is impossible to log-off or switch off the machine (possibly in the case of printer servers, or machines which are performing long and complex system routines etc.) then the computer should not be cleaned. In all cases, where there is any doubt, a responsible member of the clients staff must be consulted before cleaning commences.

Telephone equipment which is not directly connected to the mains supply may be cleaned without disconnection.

Under no circumstances must any machine be dismantled in any way for the purpose of cleaning. Considerable care must be taken when cleaning near to any opening in the casing of the VDU, CPU or any other piece of equipment and when cleaning round switches or control knobs.

Cleaning materials must not be sprayed directly on to equipment, but must always be sprayed onto a cloth at close range and at waist level, away from any adjacent personnel. No cleaning materials may be used other than those recommended / supplied. No Aerosols may be used either on clients or on company premises.

Equipment may not be reconnected or restarted until at least three minutes have elapsed after cleaning. The VDU screen is always cleaned last to ensure that the keyboard and any controls have the full three minutes drying time.

Nitrile surgical gloves must be used at all times when cleaning. Suitable gloves in a variety of sizes are provided to all employees at no charge to the employee. Employees should select a suitable size of glove which is comfortable to use without being too loose. A glove which is punctured during use must be immediately replaced and the hands washed prior to replacement. Gloves offer protection against the drying and degreasant effect of the cleaning materials and also offer a limited protection against accidental electrocution.

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Computer Cleaning - Risks during cleaning

Safety rules when cleaning (Continued)

Hands and face must be washed after cleaning and hand cream should be applied before commencing cleaning, after work and at any time during cleaning. Incidence of skin irritation soreness, reddening, flaking or any allergic reaction should be reported to a superior or failing action to the Managing Director. To avoid muscular strain employees should sit down when possible to clean computers and telephones.

Any incident, which causes damage or injury to a third party or to the client's property, should be reported immediately to a superior who should immediately inform a responsible member of the client's staff. The Astrocare Computer Cleaning UK Ltd Safety Officer should be informed of any such incident as soon as possible. Where the injury or incident does not involve a third party, Astrocare Computer Cleaning UK Ltd Safety Officer should be informed within two working days, and a copy of his report should be sent to the Client's Safety Officer.

No person should stray into areas which are prohibited to them either personally or generally whether on clients or the company's premises. When on clients premises our employees should not visit any part of the premises which is non-essential to the purpose of their visit. Employees should remain alert when in unfamiliar areas particularly in warehouse areas where they should be alert for transport hazards.

No employee may smoke at any time whilst on the premises of either the company or of any client. Astrocare Computer Cleaning UK Ltd operates a total no-smoking policy which applies to all employees and their visitors. For their own safety, no employee may use personal stereo equipment or other similar equipment whilst working on clients premises. Any consumption of food or drink whilst on clients premises should be confined to such areas as may be designated by the client.

Employees must not operate whatsoever any machinery or equipment or touch such equipment in any way other than as an essential part of an approved cleaning process whilst on a client's premises.

In districts where personal attack is a risk, staff should avoid unpopulated alleyways, employees must try to clean such premises during daylight hours and, where possible, avoid being alone in such areas.

Fire Safety

When visiting other company premises employees should familiarise themselves on arrival with fire warning and evacuation procedures and fire exits.

Security

When visiting clients premises all personnel must wear the company Identification Badge and any ID badge required by the client. All visitors must register when visiting the premises. No visitor shall be admitted without first establishing the credentials of the visitor. Visitors should always be accompanied when on the premises except when working with the permission of the company

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Specific Rules for Young Persons / Trainees (YPT)

No YPT may operate any machinery or equipment without supervision unless they have been specifically trained and achieved a suitable level of competence. A list of equipment which they are permitted to operate will be kept in the personnel file and copies of any updates will be supplied to the trainee as and when applicable. No YPT may operate the paper Guillotine.

A YPT shall not visit any clients premises unaccompanied. Any YPT who is working out of the office will be accompanied either back to the office (during normal working hours) or back to their home. We discourage young persons from travelling to and from work in darkness alone.

Any YPT working outside normal working hours shall be accompanied to their home
A YPT must not be left alone on the premises and must always be informed as and when necessary of the person available on the premises to whom they should refer in an emergency.

A YPT should not work more than 40 hours in any week (inclusive of training leave).
A copy of this complete safety document should be sent to the parent or guardian of any proposed YPT or work experience candidate prior to commencement of work.

COSHH

All substances must be booked in and will not be put on shelves for use until checked for content. No substance may be used unless it is on the specified list of approved substances for use. No container, carton or bottle which is not so specified must be used except by authorised development personnel. It is the responsibility for all personnel involved in the issue or use of substances to ensure that they do not use any substance which is not on the approved list .

No substances may be used either on the premises or on clients premises unless they are nontoxic substances in such small quantities as to present insignificant risk (e.g. Tippex, ink etc.) or unless they have been vetted by the safety advisor and a Hazard Data Sheet is filed. No highly flammable substances may be brought onto the premises or kept on the premises without the permission of the Safety Adviser. No Aerosols which are propelled either by butane or by CFC's may be used either on our own or on clients premises.

Accidents

All accidents (however minor) and whether involving injury or not must be reported to the Safety Adviser who shall keep accident records in the Safety File and who shall decide if it should be reported to the relevant authority.

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Safety Information for Employees

Safety Information for employees may be obtained from the poster prominently displayed in the office.

Electrical Safety

This is generally covered in cleaning procedures above. All wiring and earthing of electrical equipment on the premises is inspected annually. No electrical equipment may be used on company premises which has not been inspected by the Safety Officer or the Company Secretary

First Aid

First Aid Equipment is situated in a clearly marked drawer by the exit door. Tracy Davies, Maureen Parkinson and Sheila Byrne are all trained First Aiders.

Smoking

Smoking is not permitted on company or clients premises, nor whilst driving.

Transport Safety

No Employee may drive on Company business unless they are in possession of a full UK Driving Licence and the vehicle which they are driving carries Passenger Liability Insurance. Where hands- free kits are not available , mobile telephones should not be used whilst driving and in any event use should be minimal. Seat belts must be worn and the company no-smoking rule also applies whilst on company business. Schedules should be set to allow sufficient time between appointments for speed limits and other driving regulations to be observed. The company has the right at any time to inspect employees driving licences and insurance documents where a vehicle is being used on company business. Any traffic offence incurred by any employee or any road accident occurring whilst travelling to, from or during work must be reported to the Company Secretary.

Insurance

The certificate of Employer's liability insurance is situated on the Office Notice Board. The company also carries £2,000,000 product liability insurance. YPT's and young persons on work experience are covered by the company's employers, employees and product liability insurance.

Amended & Updated March 2011

Signed

Maureen Parkinson - Managing Director

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Method Statement

General Notes

Astrocare Computer Cleaning UK Ltd attempt to clean all external surfaces which are accessible and/or visible. Flutes and vents will be cleaned but the interior sides of small holes or slits will not be cleaned (e.g. we will clean the surface of a grating but not unblock the holes)

There are many instances where it is unsafe or operationally unsound to clean. It is undesirable, for instance, to clean where equipment is tightly packed, and where access would mean dismantlement of the cabling - as this would cause too much disruption for the users and our staff are not qualified to disassemble and reassemble computer systems or cables. We are also careful not to undertake tasks which could be considered unsafe or a significant risk to personnel or equipment.

We do not clean the desks, computer tables, VDU arms or other supporting structures, or any cable connecting devices. We do externally clean small integral devices such as disk-drives switch-boxes etc. if they are an integral part of the "desktop system" at no additional charge. We do not clean "racked" systems (other than by special arrangement) or under-desk tower units (although we usually clean the front panels of such units under the desk if reasonably accessible)

We will not clean surfaces which are obstructed by another device and where cleaning would require lifting, significant removal or dismantlement. (for example we would not clean underneath a VDU which was placed on a CPU - particularly if it was a CAD screen -but would clean around so visible dirt is removed - but we would remove readily removable items such as files etc. in order to gain access).

Much of the precautions we take are as much for our clients benefit as for our own. Shifting around of VDUs can often cause cable breakdown or loosening of connections - neither of us would like your IT staff permanently mopping up the systems faults in our wake. Our prime consideration is the maximization of the effectiveness of your operation. Our operators are trained to think of the possible on-costs to yourselves and to act accordingly.

We do not clean if access is repeatedly denied (we do try hard to get back to "busy" people at more convenient times but there are sometimes occasions where the office is locked, where the operator is running a long and complex procedure or where the computer is being used to drive other systems. It does happen - but we try to minimise its impact by creeping into the offices of busy executives at lunch times etc.).

IMPORTANT NOTE

FOR THE PROTECTION OF YOUR STAFF AND EQUIPMENT, AND, TO ENSURE SAFE WORKING SYSTEMS

Our operators are instructed **NEVER** to

Touch any VDU, keyboard or CPU which cannot be logged off switched off and/or isolated and not to touch such equipment until it has been so disabled by the client or the client's staff.

Clean around non-isolated power-switches or control panels

Clean any printer or fax unless that printer/fax is off-line and preferably switched off (see note below)

Clean an item about which they have a doubt without consultation with a supervisor

Use any aerosol whatsoever on a client's premises

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Method Statement (Continued)

The degree of risk will determine whether an item of equipment can be cleaned "live". As a general rule the following guidelines apply

VDUs	-	Must be switched off and isolated (High voltage risk)
Keyboards that	-	Must be either part of a system which is switched off or isolated from system (software damage risk)
Telephones	-	Low risk - need not be isolated
Laser Printers parts of Matrix Printers Bubble jet etc	-	Generally can be cleaned safely if impossible to switch off, but some the clean may be omitted where there is any danger of electrical interference; the printer should be off-line.
Fax Machines	-	Generally can be cleaned safely if impossible to switch off, but some parts of the clean may be omitted where there is any danger of electrical interference; the fax can stay on-line if not too busy.
Photocopiers	-	can usually be cleaned without disconnection (service)
Scanners	-	Switch off or take off-line (software damage risk)
Digitiser pads	-	Should be isolated (software damage risk)

Detailed Cleaning Notes

1. Computer VDU, Keyboard , Desk-surface-mounted CPU & Mouse (1 VDU & Technical Unit)

a) Computer VDU

Cleaned - VDU surfaces including top surface of base, underneath surface of upper part and accessible parts; screen ; switches and controls where visible and where safe to do so.

Not Cleaned - Cable ports (and area immediately surrounding the cable ports if separately defined) power cables, network cables, rear switches; rear of VDU if access not possible, underside of VDU base. Anti-Glare screens will not normally be cleaned where we feel the use of unauthorised cleaners could invalidate any manufacturers guarantee. (We will clean glass screens with proprietary glass cleaner if requested by yourselves and at your own risk. This will be done without additional charge. But some refractive surfaces are easily damaged and must be cleaned only with a specific cleaning substance recommended by the manufacturer. It is for this reason that we will normally prefer to leave them alone).

Mesh Anti-glare screens will not be cleaned. Where the VDU screen has an integral mesh screen the screen will be dusted but not be cleaned. VDUs which cannot be switched off or isolated will not be cleaned. Any part of the VDU where cleaning would necessitate dismantlement will not be cleaned. Any electrical connection (whether isolated or not) will not be cleaned.

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Method Statement (Continued)

The VDU is cleaned with an aqueous base detergent/surfactant. The glass is cleaned with a good quality glass cleaner. We neither use nor recommend the use of so-called antistatic treatments. They do not work and merely leave a slightly greasy surface coating which mars the image and attracts dirt. (Antistatic treatments are designed for textile use to limit the formation of static by friction. The static on a VDU is caused by internal electrical discharge which will not be prevented by external treatment. Anti-static agents are not conductive and therefore will not remove static which is already present). All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. This process usually takes two or three cleans. Obviously the degree of success will depend on the age of the VDU and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the substructure. The glass should be left free from smears and smudges

Quality Aim - To leave the VDU looking to a casual observer as though it has just been installed, where this can be done safely and without disconnection and in such a way as to minimise any possible inconvenience to the user.

b) Keyboard

Cleaned Keys, surround, side front and rear surfaces. Removal of dust and fluff from underneath keys by tipping and brushing (we do not use a vacuum device as this technique is no less effective and does not create a noise which would disturb and distract a disproportionate number of staff). Cable connecting keyboard to VDU (or accessible / visible part of cable where keyboard connects direct to network or direct to rear of CPU). Wipe down (but not deep clean) of underside of keyboard.

Not Cleaned Underside of keys. Keyboards which cannot be isolated or switched off. Any part of the keyboard where cleaning would necessitate dismantlement. Any electrical connection (whether isolated or not).

The keyboard and keys are cleaned with an aqueous base. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. Complete achievement (if achievable) of this will usually take two or three cleans. Obviously the degree of success will depend on the age of the keyboard and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

Quality Aim - To leave the keyboard looking to a casual observer as though it has just been installed. To remove dust, fluff and other obstructions which could prejudice the continued effectiveness of its operation. To remove biological media which could harbour and transmit germs. To remove any "stickiness" from the keys.

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Method Statement (Continued)

c) CPU (Desk Mounted)

Cleaned Top (where accessible), sides, front panel including buttons and switches (but not mains switch if not isolated)

Not Cleaned Underneath and rear panel (to avoid disturbing connections) Inside of tape units or floppy drives. Cables and cable ports. Mains entry ports and mains cable.

The keyboard and keys are cleaned with an aqueous base. All marks which are practicable to remove will be removed.

Quality Aim - To leave the CPU looking to a casual observer as though it has just been installed

d) Mouse * **Cleaned** Upper surfaces (back & sides) of mouse, mouse mat wiped, mouse cable cleaned.

Not Cleaned Underneath of mouse and ball. Inside of mouse. Mouse connector.

The mouse is cleaned with an aqueous base. All marks which are practicable to remove will be removed.

Quality Aim To leave a clean and healthy-looking mouse. Looking as if it has just been installed.

* Astrocare Computer Cleaning UK Ltd operate an additional service called "mucking out the mouse" which involves disassembling the mouse, removing and cleaning the ball and cleaning the fur and grease from the rollers of the mouse. This usually cures the problem of the sticking mouse, and is costed as a small unit clean at a similar frequency.

2. Printer (1 VDU & Technical Unit per printer)

a) Laser Printer

Cleaned Exterior surfaces, control buttons & switches (but not main on/off switch if not isolated). Surface covers of paper trays. Visible parts of collating systems which can be accessed without dismantling. Paper collecting trays including flutes and grooves and exterior surfaces of gratings.

Not Cleaned Cable ports (and area immediately surrounding cable ports if separately defined), power cables, network cables, rear switches ; rear of printer if access not possible, underside of printer base. Inside and underneath of paper trays, inaccessible parts of collating and collecting trays. Moving parts and rollers of any description. Any surfaces which necessitate removal of hatches, opening of doors or dismantlement. Ozone filters (either internal or external). Toner spillages (other than those which have spilled onto the exterior surface. Any surface which could require the exploration of any orifice.

The Printer is cleaned with an aqueous base detergent/surfactant. Transparent surfaces are finished with a good quality glass cleaner. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. This process usually takes two or three cleans. Obviously the degree of success will depend on the age of the printer and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

Quality Aim To leave the printer looking to a casual observer as though it has just been installed, where this can be done safely and without disconnection, in such a way as to minimise any possible inconvenience to the user and without compromising your position with respect to your computer maintenance arrangements.

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Method Statement (Continued)

b) Matrix and Other Printers

Cleaned Exterior surfaces, control buttons & switches (but not main on/off switch if not isolated); transparent covers (inside and out) paper guidance trays (where accessible without dismantling).

Not Cleaned Cable ports (and area immediately surrounding cable ports if separately defined), power cables, network cables, rear switches; rear of printer if access not possible, underside of printer base. Inside and underneath of paper trays, inaccessible parts of collating and collecting trays. Moving parts and rollers of any description. Any surfaces not defined above which necessitate removal of hatches, opening of doors or dismantlement. Any surface which could require the exploration of any orifice.

Printers are cleaned with an aqueous base detergent/surfactant. Transparent surfaces are finished with a good quality glass cleaner.

All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. This process usually takes two or three cleans. Obviously the degree of success will depend on the age of the printer and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

Quality Aim - To leave the printer looking to a casual observer as though it has just been installed, where this can be done safely and without disconnection, in such a way as to minimise any possible inconvenience to the user and without compromising your position with respect to your computer maintenance arrangements.

3. Fax Machine (1 VDU & Technical Unit per fax machine)

Cleaned Exterior surfaces, control buttons & switches (but not main on/off switch if not isolated). Paper guidance trays (where accessible without dismantling)

Not Cleaned Cable ports (and area immediately surrounding cable ports if separately defined), power cables, network cables, rear switches; rear of fax machine if access not possible, underside of fax machine base. Inside and underneath of paper trays, inaccessible parts of collating and collecting trays. Moving parts and rollers of any description. Any surfaces not defined above which necessitate removal of hatches, opening of doors or dismantlement of any kind. Any surface which could involve the exploration of any orifice. The glass should be left free from smears and smudges

The fax is cleaned with an aqueous base detergent / surfactant. Transparent surfaces are finished with a good quality glass cleaner . All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. This process usually takes two or three cleans. Obviously the degree of success will depend on the age of the printer and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

Quality Aim - To leave the fax machine looking to a casual observer as though it has just been installed, where this can be done safely and without disconnection, in such a way as to minimise any possible inconvenience to the user and without compromising your position with respect to your equipment maintenance arrangements.

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Method Statement (Continued)

4. Scanner (1 Small Unit per Scanner)

Cleaned - Surround, side front and rear surfaces. Exterior surfaces. Underside of scanner lid. Surface of glass and surround. Buttons & Switches.

Not Cleaned - Underside of scanner unit. Mains On / off switches which cannot be isolated. Any part of the unit which would necessitate dismantlement. Any surface which would require reaching into orifices.

The surfaces are cleaned with an aqueous base. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. Complete achievement (if achievable) of this will usually take two or three cleans. Obviously the degree of success will depend on the age of the unit and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure. Glass and transparent surfaces are cleaned with a proprietary glass cleaner.

Quality Aim - To leave the scanner looking to a casual observer as though it has just been installed. To leave glass surfaces clean and smear-free.

5. Digitiser Pads (1 Small Unit per Digitiser)

Cleaned - Surround, side front and rear surfaces. Exterior surfaces. Buttons & Switches

Not Cleaned - Underside of digitiser unit. Mains On/Off switches which cannot be isolated. Any part of the unit which would necessitate dismantlement. Any surface which would require reaching into orifices.

The surfaces are cleaned with an aqueous base. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. Complete achievement (if achievable) of this will usually take two or three cleans. Obviously the degree of success will depend on the age of the unit and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

6. Photocopier (1 VDU & Technical Unit per Photocopier - Large Copiers may be classed as 2 units)

Cleaned - Exterior surfaces, control buttons & switches (but not main on/off switch if not isolated). Paper guidance trays (where accessible without dismantling)

Not Cleaned - Cable ports (and area immediately surrounding cable ports if separately defined), power cables, network cables, rear switches; rear of photocopier if access not possible, underside of photocopier base. Inside and underneath of paper trays, inaccessible parts of collating and collecting trays. Moving parts and rollers of any description. Any surfaces not defined above which necessitate removal of hatches, opening of doors or dismantlement of any kind. Any surface which could involve the exploration of any orifice. The glass should be left free from smears and smudges

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Method Statement (Continued)

The photocopier is cleaned with an aqueous base detergent / surfactant. Transparent surfaces are finished with a good quality glass cleaner . All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. This process usually takes two or three cleans. Obviously the degree of success will depend on the age of the printer and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure.

Quality Aim - To leave the photocopier looking to a casual observer as though it has just been installed, where this can be done safely and without disconnection, in such a way as to minimise any possible inconvenience to the user and without compromising your position with respect to your equipment maintenance arrangements.

7. Telephones and Dictation Machines (Costed as 1 Telephone Unit)

Cleaned - Surround, side front and rear surfaces. Exterior surfaces. Buttons & Switches. Transparent and other surfaces. Receiver Earpiece & Mouthpiece. Receiver Cable. Input cable where this is visible and accessible.

Not Cleaned - Underside of telephone base. Any part of the unit which would necessitate dismantlement. Any surface which would require reaching into orifices (apart from removing foreign objects and wax from mouth / ear piece).

The surfaces are cleaned with an aqueous base. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. Complete achievement (if achievable) of this will usually take two or three cleans. Obviously the degree of success will depend on the age of the unit and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which have not permanently damaged the sub-structure. Glass and transparent surfaces are cleaned with a proprietary glass cleaner. Mouthpiece and ear piece are finished with a surface-active biocide.

Quality Aim - To leave the telephone looking to a casual observer as though it has just been installed. To leave transparent and highly polished surfaces clean and smear-free.

8. Calculators and Adding Machines (Costed as 1 Telephone Unit)

Cleaned - Surround, side front and rear surfaces. Exterior surfaces. Buttons & Switches. Transparent and other surfaces.

Not Cleaned - Under side of calculator base. Any part of the unit which would necessitate dismantlement. Any surface which would require reaching into.

The surfaces are cleaned with an aqueous base. All marks which are practicable to remove will be removed - we aim to restore the equipment as closely as possible (and within the bounds of reasonable practicability) to its original condition and appearance. Complete achievement (if achievable) of this will usually take two or three cleans. Obviously the degree of success will depend on the age of the unit and the degree of abuse to which it has been subjected. Generally we would expect to remove biro marks, sticky labels and other marks which haven't damaged the sub-structure. Glass and transparent surfaces are cleaned with a proprietary glass cleaner.

Quality Aim - To leave the calculator looking to a casual observer as though it has just been installed. To leave transparent and highly polished surfaces clean and smear-free.

Dated: May 2011 - Signed:

Maureen Parkinson – Managing Director

Astrocare Computer Cleaning UK Ltd

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Environmental Policy Statement

Astrocare Computer Cleaning UK Ltd is a company providing computer, telephone and technical equipment cleaning services to clients throughout the North West of England. The company has been represented on the steering committee of the Bolton Business Environment Network and also the Bolton Environment Forum. The company recognises that its business activities impact on the environment and is committed to preventing pollution arising from those activities. Astrocare Computer Cleaning UK Ltd is also committed to complying, as a minimum, with all relevant environmental legislation through effective operational control. This will be achieved through a programme of continual improvement in environmental performance. In support of this commitment, Astrocare Computer Cleaning UK Ltd has implemented the following environmental initiatives:

Cleaning Materials

For health and safety reasons Astrocare Computer Cleaning UK Ltd operational procedures do not permit the use of non-approved cleaning materials. Subsequently, all cleaning materials used are water-based and biodegradable. This means that at levels found in effluent they would have no adverse biological treatment plants, surfactants will not build up in sediment or sewage sludge and so bioaccumulation is unlikely. The company's cleaning techniques ensure that residue cleaning liquid is disposed of as waste rather than into the drainage system. Waste water from the cleaning process is always disposed of to foul sewer. Cleaning cloths are laundered and reused as much as possible.

Motor Vehicles and Emissions

Regular maintenance of vehicles is carried out to ensure that emissions are kept to a minimum. All routes are planned so that fuel consumption is reduced and car sharing is encouraged and carried out where practicable. Management policy is to move towards lower emission vehicles.

Equipment

Astrocare Computer Cleaning UK Ltd has built environmental considerations into its purchasing procedures, including energy efficiency and the material content of equipment.

Noise

The company has portable vacuum cleaners which are used occasionally when units are very dusty. Where ever possible, silent brushing is carried out. Otherwise noise is not perceived as a problem.

Waste Minimisation

The quantity of materials used by the company is kept to a minimum to reduce costs and increase resource efficiency. The company recycles office waste paper.

Training and Development

Astrocare Computer Cleaning UK Ltd incorporate environmental considerations in the induction of new staff and in ongoing training programmes. This includes communicating the environmental policy and providing training in operational procedures.

The Astrocare Computer Cleaning UK Ltd environmental policy statement has been developed with the full support of company staff and senior management. The policy will be made available to the public on request and it will be reviewed on an annual basis.

Dated: May 2011 **Signed:**

Maureen Parkinson – Managing Director

Astrocare Computer Cleaning UK Ltd

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ETHICAL POLICY (Part 1)

Aims

The aim of the company's ethical policy is to encourage its employees and directors to behave in a manner which is essentially honest and which will not knowingly cause upset or harm to other people. This involves not only conforming to the written law, but the creation of systems and disciplines which will cause ethical issues to be considered when carrying out our business. The ethical policy is a dynamic document which will grow as issues are raised and debated both internally and externally. There is no area where ethical issues do not play a major part so this policy merely focuses on certain areas to provide examples of the way we expect our company and its employees to behave.

Sales and Marketing

Contracts and offers will be clear and written in plain English. There will be no hidden extras. Prices quoted in good faith will stand for six months following quotation date. Prices will not be altered without consultation. Advertising and promotional literature will not mislead. No statement of performance will be made unless it can be substantiated. We will invoice only that which we carry out. Under no circumstances will the company offer any inducements to any employee of, or consultant to, any existing or potential clients. Any of our employees who offer such inducements will be liable to instant dismissal.

Operations

We are the guests of our customers and will behave accordingly. We will not smoke at all on customers premises. We will not eat or drink on their premises other than in designated areas or at the invitation of our clients. We will not disrupt, distract from or discuss our clients work. We will keep all information regarding our clients confidential. We will not use any of our clients facilities, equipment or property without permission. We will be discreet at all times. We will not leave behind litter or mess. We will own up to and make good any damage which we cause. We will not knowingly use products which have been tested on animals or which have been produced using child or slave labour. We will not trade with any country which is not truly democratic.

Personnel & Employment

We will not keep computer records on our employees without their permission. Each employee will be entitled to see all information kept on his / herself. No payment will be made to any employee unless it is recorded in the accounts. New employees will be recruited subject to our equal opportunities policy which prohibits discrimination on the grounds of age, race, gender, sex or religion. We will pay our employees a fair wage and give reasonable paid holiday entitlement and sickness benefit. Whilst we are mindful of the need for the rehabilitation of criminals, due to the confidential and free-ranging nature of the work of our employees, we will not employ any person with a record of dishonesty whether or not that person has a criminal conviction and all employees will be positively vetted as such.

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ETHICAL POLICY (continued)

Accounting - The company will keep accurate records of all financial transactions and payments.

Purchasing - Goods and services will be purchased, where reasonable and practicable, with the following priorities

- 1) Does the product or service meet the specification ?
- 2) Is the supplier fulfilling his obligations with respect to :
 - a) - Health & Safety ?
 - b) - Employers Legal Obligations (including the minimum wage) ?
 - c) - The Environment ?If not, is a satisfactory alternative obtainable elsewhere. ?
- 3) Is the price competitive ? (Within a +/- 5% band)
- 4) Is the supplier also a client ?
- 5) Has the supplier specialised knowledge or breadth of product range which will be of particular benefit to the company ?
- 6) Is the supplier local ?

Prices quoted by suppliers or prospective suppliers will not be passed to third parties. Existing suppliers will, if uncompetitive, be invited to re-quote once only if their first bid is uncompetitive. Potential suppliers will only have one opportunity to quote. Potential suppliers who offer inducements other than small value promotional gifts will be excluded from any future negotiation.

Management - Management will not structure schedules, bonuses and incentive payments in such a way as to cause employees to shortcut the quality of work or to put their health and safety at risk. All dealings with staff will be on a professional basis and management will remain courteous and objective in all their dealings. Harassment in any form will not be tolerated.

Complaints - All complaints will be investigated thoroughly and promptly. We operate a no-blame culture.

Dated: May 2011.

Signed:

Maureen Parkinson – Managing Director

Astrocare Computer Cleaning UK Ltd

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EQUAL OPPORTUNITIES POLICY

Statement of policy

The aim of this policy is to communicate the commitment of the Board of Directors to the promotion of equality of opportunity in Astrocare Computer Cleaning UK Ltd. It is our policy to provide employment equality to all, irrespective of gender, including gender reassignment, marital or civil partnership status, having or not having dependants, religious belief or political opinion, race, (including colour, nationality, ethnic or national origins), disability, sexual orientation and age. We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds. Decisions about recruitment and selection, promotion, training or any other benefit will be made objectively and without unlawful discrimination. We recognise that the provision of equal opportunities in the workplace is not only good management practice, it also makes sound business sense. Our equal opportunities policy will help all those who work for us to develop their full potential and the talents and resources of the workforce will be utilised fully to maximise the efficiency of the organisation.

Application

The policy will apply to all who apply to join the company and to existing employees in whatever capacity

Equality Commitments

We are committed to promoting equality of opportunity for all persons; promoting a good and harmonious working environment in which all persons are treated with respect; preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimisation; fulfilling all our legal obligations under the equality legislation and associated codes of practice; complying with our own equal opportunities policy and associated policies; regarding all breaches of equal opportunities policy as misconduct which could lead to disciplinary proceedings.

Implementation

The Managing Director has specific responsibility for the effective implementation of this policy. Each director and employee also has responsibilities and we expect them all to abide by the policy and help create the equality environment which is its objective.

In order to implement this policy we shall:

- Communicate the policy to employees, job applicants and relevant others;
- Ensure that non-discriminatory procedures are used in all selection processes;
- Incorporate equal opportunities notices into relevant communications and where reasonable and practicable ensure that adequate resources are made available to fulfil the objectives of the policy.

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EQUAL OPPORTUNITIES POLICY (continued)

- Monitoring & Review** - The directors will monitor all staff to ensure effectiveness of this policy and this will be reviewed annually and action taken as necessary.
- Complaints** - Employees who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the agreed procedures outlined in our standard contract of employment. A copy of these procedures is available from the Managing Director. All complaints of discrimination will be dealt with seriously, promptly and confidentially.

In addition to our internal procedures, employees have the right to pursue complaints of discrimination to an industrial tribunal or the Fair Employment Tribunal under the following anti-discrimination legislation:

Human Rights Act 1998
Disability Discrimination Act 1995
Sex Discrimination Act 1975
Equal Pay Act 1970
Sex Discrimination (Gender Reassignment) Regulations 1999
Gender Recognition Act 2004
Race Relations Act 1976
Race Relations (Amendment) Act 2000
Employment Equality (Religion or Belief) Regulations 2003
Employment Equality (Sexual Orientation) Regulations 2003
Equality Act 2006
Employment Equality (Age) Regulations 2006

However, employees wishing to make a complaint to a tribunal will be required to raise their complaint under our internal grievance procedures first.

Every effort will be made to ensure that employees who make complaints will not be victimised. Any complaint of victimisation will be dealt with seriously, promptly and confidentially. Victimisation will result in disciplinary action and may warrant dismissal.

Dated: May 2011. **Signed:**

Maureen Parkinson – Managing Director

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Quality Policy Statements and Methodology

Computer Cleaning is a comparatively straightforward operation but this does not obviate the need for clear disciplines and procedures to maintain quality. The quality aims of Astrocare Computer Cleaning UK Ltd (shown in bold type) and the methods by which they are achieved (shown in italic type) are:

- 1) To clean the surface areas of the computer equipment so that to the casual observer the equipment is as new.**
- 2) To pay particular attention to the hygiene of the keyboard and the visual clarity of the screen as cleaning these parts of the equipment has the maximum positive impact on the Health and Safety of the user.**

Aims 1 & 2 are achieved by careful training with close supervision of new employees and a structured employee development programme which recognises competence achievements.

- 3) To carry out this process safely without damage to equipment, cabling, connections, software and ancillary equipment.**

See method statements (ibid. pp. 11-17) and Health and Safety Policy and Procedures (ibid. pp. 4-10)

- 4) To schedule and carry out the cleaning with the minimum disruption to the business operations of the client.**
- 5) To clean the equipment regularly at a frequency, time and price agreed in advance with the customer.**

Aims 4 and 5 are achieved as follows: Astrocare Computer Cleaning UK Ltd prepare distribution sheets for all clients. These are prepared in consultation with the client and detail all special considerations pertaining both generally and to particular work areas/personnel. The sheets are modified dynamically using information provided by cleaning staff on the satisfaction sheet (q.v.). For complex areas such call centres floor plans may be obtained and timing schedules agreed in advance with clients and/or their line managers. All cleans are carried out where possible within +/- 1 week of scheduled frequency and at a time/date agreed in advance with local management.

- 6) To use cleaning substances, materials and techniques which are safe, environmentally friendly and acceptable to personnel.**

All cleaning substances and materials are supplied by the company to a prescribed specification. Our staff may not use any cleaning materials or substances which are not provided by Astrocare Computer Cleaning UK Ltd. Materials and substances are thoroughly researched by Astrocare Computer Cleaning UK Ltd before being allowed into mainstream use so we can be certain that they are both safe to use and will not damage clients equipment. Suppliers may not be changed without the Managing Director's approval and all materials and substances are checked for conformity prior to being placed into store. COSHH sheets are of course kept on all cleaning substances. In any event all substances used are non-hazardous and environmentally safe. Any perfumes in cleaning materials have been researched to ascertain customer acceptability. On the rare occasions when a user dislikes a particular perfume we have alternative cleaning substances available (which are not as effective or efficient) which may be used in the vicinity of that particular user.

- 7) To treat all clients and their employees as individuals and with consideration, courtesy and friendliness**

We only employ happy people and our staff are trained in customer service and body language. The way in which we treat our staff ensures that they stay happy. Our staff get immense job satisfaction out of satisfied customers.

- 8) To ensure customer satisfaction before the staff leave the section, building or site.**

Our staff are required to ensure that a responsible (wherever possible nominated and agreed) member of the client's management signs a satisfaction sheet detailing what has been cleaned before leaving the section, building or premises.

- 9) To investigate and pursue alternative materials, equipment and cleaning techniques with the aim of improving cleaning quality and efficiency.**

Dated: May 2011. **Signed:**

Maureen Parkinson – Managing Director

Crown House 4 High Street
Tel: 01204 308308

Tyldesley

Manchester

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COMPUTER CLEANING - A COST / BENEFIT ANALYSIS

OVERVIEW

Astrocare recommend that a computer is cleaned every three months. After this time finger-grease begins to build up on the keys. This grease allows germs to thrive on the keyboard which can be passed on to other staff.

The average employee stays for 5 years

It costs approximately £8,500 to train an employee or £140 for each month of employment with your company

Dirty computers may be a factor in causing that employee to leave for another job. If you can keep the employee for an extra six weeks you will save six weeks training cost. This is £210, or, **£42 for each year of the employees time in the organisation.**

SAVINGS ON SICKNESS ABSENCE OF AT LEAST £7 PER EMPLOYEE

Common bacteria and viruses are most often spread by contamination of surfaces and transfer through contact .

The bacteria crawling all over the phone, keyboard and mouse may include hundreds of different types, including E-coli, Klebsiella pneumonia, streptococcus, salmonella and staphylococcus aureus. Most germs, including the influenza virus, can survive for only about five minutes on your hands, but they can live for up to two days in the finger grease on phones, keyboards, mice and other surfaces. Some 80% of flu cases are contracted by touching an infected object.

Regular cleaning will minimise the risk. Not only will germs survive on dirty keys but a dirty environment will increase stress which is known to affect immune systems.

If we can reduce the average sickness rate by 5% by keeping the keyboards and commonly used items of office equipment clean (and the average worker has three days off sick per year) then **the increase in productivity will be at least £7 per employee.**

Continued....

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COMPUTER CLEANING - A COST / BENEFIT ANALYSIS (Continued)

SAVINGS ON ERRORS OF AT LEAST £15 PER EMPLOYEE

Errors are expensive. The average cost of an error is 30p. Most employees will make over a dozen errors per day. Some of these will be minor and cost at most a reprint of a page (at a tangible cost of 3p per sheet). Sticky or dirty keyboards cause keying errors and dirty screens can cause misreading of information.

Other errors can be much more costly - the complete reissue of a document or the ruination of a corporate presentation or costing. **If we save one error per employee per week the saving will be £15 per employee.**

IMPROVEMENT IN MORALE AND PERFORMANCE – PRICELESS!

The performance of Call Centre and Sales Employees in particular is often dependent on self-image. All sales people sell better when they are happy and confident. Dirty keyboards are depressing which can lead to unhappiness and loss of confidence which can seriously affect performance.

What is the value to your organisation of one extra sale per year per employee ?

CREATION OF A POSITIVE IMAGE

We all care about our image as we know that our customers are influenced by it. The cleanliness of something as high-profile as a computer can lead to a parallel value-judgement on the rest of the organisation. Cleanliness is associated with good working practices, hygiene, safety, good after-sales service and is the sign of a caring efficient organisation. We are all judged on the overall impression and it is often the dirty object which stands out in an otherwise immaculate environment.

MECHANICAL BENEFITS

The regular cleaning of computers and equipment can be beneficial to the life of such equipment. Periodic brushing out the keyboard and removal of dust from the exterior does reduce the amount of dust getting into the equipment. It also encourages the users of the equipment to treat it with more respect.

Continued....

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COMPUTER CLEANING - A COST / BENEFIT ANALYSIS (Continued)

WHY NOT LET THE STAFF CLEAN THEIR OWN ?

Some will keep them clean - **most will not**. The employer is under a duty to ensure that work equipment is kept clean. (Provision & Use of Work Equipment Regulations 1992)

An employee cleaning equipment is not justifying the salary which you pay.

Apart from the cost of cleaning wipes and screen cleaner the employees time must be accounted for. Astrocare Ltd can clean your equipment more thoroughly, more regularly, more safely and **at less real cost to yourselves** and your management can relax in the knowledge that the cleaning actually takes place without having to worry about scheduling, monitoring and the provision, distribution and safety of cleaning materials

For a full and detailed copy of this report please contact:

Astrocare Computer Cleaning UK Ltd
Crown House
4 High Street
Tyldesley
Manchester
M29 8AL

Web Site: www.astrocare.co.uk

Email: office@astrocare.co.uk

Or telephone Maureen Parkinson or Tracy Davies on 01204 308308 for a free demonstration clean.

***** End of Astrocare Computer Cleaning UK Limited Client Brochure *****

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