Company Pack

Example Cleaning Co Ltd

Cleaning, based in Leeds. Issue 1, April 2026

EXAMPLE ONLY. This is a made-up company to show what a finished pack looks like.

How to use this example. Buyers ask for the same documents in almost every bid. This is a complete pack for a typical small cleaning business, so you can see what to gather and roughly how much to write. Your own pack must be about your real business: never copy insurance, accreditations, clients or results you don't have. The certificates are marked SPECIMEN: get your real ones from your insurer and the schemes you belong to.

In this pack

1 Company profile
2 Who does what
3 Insurance
4 Accreditations and training
5 Health and safety policy
6 Other policies
7 Business continuity plan
8 Social value plan
9 Risk assessment (sample)
10 COSHH register
11 Quality checks
12 Past work
13 How we do the work
14 Declaration

1. Company profile

Example Cleaning Co is a family-run commercial cleaning company based in Leeds. Since 2016 we have cleaned offices, schools, libraries and community buildings across West Yorkshire.

Our 22 staff are employed directly by us, trained in-house to British Institute of Cleaning Science (BICSc) standards, and managed by two full-time supervisors who visit every site each week.

We keep the same cleaners on the same sites wherever we can, so our clients know who is in their building and our staff know exactly what good looks like there.

Registered name	Example Cleaning Co Ltd
Company number	12345678 (example)
VAT number	GB 123 4567 89 (example)
Find a Tender identifier	EXAMPLE-ID-0001
Registered office	1 Example Road, Leeds (made-up address)
Years trading	9
Staff	22, all directly employed
Yearly turnover	£250k to £500k
Areas covered	Leeds, Bradford, Wakefield, Kirklees and Calderdale
Phone	01632 960000 (a number reserved for examples)
Email for bids	bids@example.com

Services

- Daily and weekly office cleaning
- School and academy cleaning
- Periodic deep cleans and floor care
- Washroom services
- Window cleaning up to first floor

2. Who does what

Buyers want to know who is responsible for what, and who they will deal with.

Name	Role	Responsible for
A. Example	Managing Director	Overall responsibility, health and safety, safeguarding lead, signs bids
B. Sample	Operations Manager	Runs day-to-day work, staff rotas, first point of contact for clients
C. Specimen	Area Supervisor	Site checks, training new staff, quality inspections
D. Demo	Office Manager	Invoices, records, data protection, insurance renewals

How the contract is managed

B. Sample is the client's single point of contact and answers calls and emails within one working day. C. Specimen visits every site regularly to check standards and staff. A. Example meets every client at least twice a year to review how the contract is going and agree any changes.

Out of hours, an on-call manager can be reached on the main number 24 hours a day for emergencies.

3. Insurance

A summary of cover, then a specimen of each certificate. Buyers usually ask for copies of the real certificates.

Type of cover	Insurer	Limit	Policy number	Runs out
Public liability	Example Insurance Co	£5,000,000	EXAMPLE-PL-0001	31 March 2027
Employers' liability	Example Insurance Co	£10,000,000	EXAMPLE-EL-0001	31 March 2027

Employers' liability: the law says you must have at least £5 million of cover if you employ anyone, and you must display the certificate where staff can see it (a digital copy is fine).

Specimen: public liability certificate

This is what a certificate looks like. Your insurer or broker gives you the real one.

Certificate of public liability insurance

Example Insurance Co (a made-up insurer), 1 Example Street, London

Insured	**Example Cleaning Co Ltd**
Address	**1 Example Road, Leeds**
Policy number	**EXAMPLE-PL-0001**
Period of insurance	**1 April 2026 to 31 March 2027**
Business description	**Cleaning contractors**
Limit of indemnity	**£5,000,000 any one occurrence**
Territorial limits	**Great Britain, Northern Ireland, the Isle of Man and the Channel Islands**
Indemnity to principals	**Included**

Signed for Example Insurance Co (specimen, unsigned)

Date of issue: 1 April 2026

This specimen was made for an example Company Pack. It is not a certificate of insurance and does not provide any cover. The insurer named on it does not exist.

SPECIMEN
NOT A REAL DOCUMENT

What buyers check on this certificate

- The company name matches yours exactly, including Ltd
- The limit is at least what the tender asks for, often £5 million or £10 million
- It is in date for the start of the contract, not just today
- The business description covers the work in the contract
- "Indemnity to principals" is included: it means the policy also protects the buyer

Specimen: employers' liability certificate

This is what a certificate looks like. Your insurer or broker gives you the real one.

Certificate of employers' liability insurance

Example Insurance Co (a made-up insurer), 1 Example Street, London

Insured	**Example Cleaning Co Ltd**
Address	**1 Example Road, Leeds**
Policy number	**EXAMPLE-EL-0001**
Period of insurance	**1 April 2026 to 31 March 2027**
Business description	**Cleaning contractors**
Limit of indemnity	**£10,000,000 any one occurrence**
Territorial limits	**Great Britain, Northern Ireland, the Isle of Man and the Channel Islands**
Employer's reference number	**123/EX00000 (example)**

Signed for Example Insurance Co (specimen, unsigned)

Date of issue: 1 April 2026

This specimen was made for an example Company Pack. It is not a certificate of insurance and does not provide any cover. The insurer named on it does not exist.

SPECIMEN
NOT A REAL DOCUMENT

What buyers check on this certificate

- The limit is at least £5 million, the legal minimum (most policies give £10 million)
- It is in date
- Your employer's reference number is shown

4. Accreditations and training

Accreditation	Reference	Runs out	What buyers check
CHAS Standard	EXAMPLE-CHAS-0001	31 March 2027	That it is in date and covers the work in this contract
BICSc training (all cleaning staff)	In-house trainer	31 March 2027	That it is in date and covers the work in this contract
Enhanced DBS checks (all school staff)	Renewed every 3 years	31 March 2027	That it is in date and covers the work in this contract

Copies of each certificate are kept in the real pack. Several schemes publish a free online register, so buyers often check membership themselves.

Training matrix

The training every member of staff has, by role.

Role	Training	How often
Cleaning operative	BICSc Cleaning Principles, COSHH, manual handling, safeguarding awareness	On joining, refreshed yearly
Supervisor	BICSc Supervisory, first aid at work, IOSH Working Safely	Every 3 years
All school staff	Enhanced DBS check, Keeping Children Safe in Education awareness	DBS every 3 years, training yearly

Training records are kept for every member of staff, with certificates and refresher dates, and checked each month.

5. Health and safety policy

Written in the three parts the Health and Safety Executive recommends: our promise, who is responsible, and how we do it.

Part 1: Statement of intent

Example Cleaning Co Ltd will, as far as reasonably practicable, protect the health, safety and welfare of our employees and of anyone affected by our work, including our clients, their staff, pupils, residents and the public. We will meet the Health and Safety at Work etc. Act 1974 and the regulations made under it as a minimum, and aim to do better.

We will assess the risks of our work and put sensible controls in place, consult our staff, give them the training, information and equipment they need, keep equipment safe, and review this policy every year.

Part 2: Responsibilities

Who	Responsible for
A. Example, Managing Director	Overall responsibility for health and safety, making sure there are enough resources, and reviewing this policy
B. Sample, Operations Manager	Making sure risk assessments are done before work starts, staff are trained, and accidents are reported and investigated
C. Specimen, Area Supervisor	Checking safe working on site, stopping unsafe work, briefing staff on site risks
Every employee	Following training and safe methods, using the equipment provided, reporting hazards, accidents and near misses

Part 3: Arrangements

Risk assessment

A written risk assessment is done for every site and activity before work starts, shared with staff, and reviewed every year or when anything changes. A sample is in section 9.

Consultation

We talk to staff about health and safety at team meetings and site visits. Anyone can raise a concern with any manager at any time.

Safe equipment

Equipment is checked before use, serviced to the maker's schedule and taken out of use if faulty. Portable electrical equipment is tested. See the register in section 10.

Hazardous substances

We follow the Control of Substances Hazardous to Health Regulations 2002 (COSHH). Every product has a COSHH assessment and safety data sheet, products are never mixed, and staff are trained in dilution, storage and the right gloves and eye protection.

Information, instruction and supervision

Every new starter has an induction covering this policy, site rules and emergency procedures. Supervisors check safe working on every visit.

Training and competence

Staff are trained for each task and only do work they are trained and competent for. See the training matrix in section 4.

Accidents, first aid and ill health

Every vehicle and site has a first aid kit and a trained first aider is on call. All accidents and near misses are recorded and investigated. Reportable incidents are reported to the HSE under RIDDOR.

Working at height

We avoid working at height where we can. Where we can't, we use the right access equipment, used by trained staff, as the Work at Height Regulations 2005 require.

Manual handling

We use trolleys and lifting aids, train staff in safe lifting, and plan two-person lifts for heavy items.

Lone working

Lone workers check in at the start and end of each shift, carry a charged phone, and do not do high-risk tasks alone.

Driving for work

Drivers hold a valid licence, check their vehicle daily, never use a hand-held phone, and plan breaks on long journeys.

Emergencies

Staff follow each client's fire and emergency procedures, which are explained at induction to each site.

Monitoring

Managers carry out site safety checks, review accident records every month, and report to the Managing Director.

Signed	A. Example, Managing Director, for Example Cleaning Co Ltd
Date	1 April 2026
Next review	1 April 2027, or sooner if the law or our work changes

6. Other policies

Each one is a short, complete policy. Buyers mainly check you have it, it fits your size, and it is signed and in date.

Environmental policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. We plan rounds to cut miles driven, use concentrated or refillable products where we can, separate our waste for recycling, and switch equipment off when not in use. This year we are replacing our oldest van with an electric one.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Equality, diversity and inclusion policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. We treat staff, job applicants and customers fairly whatever their age, sex, race, religion, disability, sexuality, pregnancy or marital status, as the Equality Act 2010 requires. We do not tolerate harassment. Anyone can raise a concern with the director in confidence.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Modern slavery policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. We check every worker's right to work before they start, pay everyone directly into their own bank account, and never hold anyone's passport or ID. We only use suppliers we know and will report any concern to the Modern Slavery Helpline.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Safeguarding policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. The director is our safeguarding lead. Every member of staff who works in schools, care settings or people's homes has an enhanced DBS check and safeguarding awareness training. Staff report any concern to the lead the same day, who follows the client's own procedure.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Quality management policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. Supervisors check every site against a written checklist at least once a month and record the result. Problems are put right within 24 hours. We ask every client for feedback every quarter and act on it.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Data protection (UK GDPR) policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. We are registered with the Information Commissioner's Office. We keep only the personal information we need, store it securely, and never share it without a lawful reason. Keys, alarm codes and access cards are logged and kept locked away.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Business continuity policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. If staff are off sick we have trained cover staff on call. If a van breaks down we use a hire van the same day. Records are backed up online every night. In bad weather we contact the client before the start time and agree a plan.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

Anti-bribery and corruption policy

Who it covers. All employees, and anyone working for us or on our behalf, on every contract.

Our commitment. We never offer or accept bribes or favours to win or keep work, as the Bribery Act 2010 requires. Any gift over £25 must be declared to the director. Anyone can report a concern without getting into trouble.

Responsibility. A. Example, Managing Director, is responsible for this policy and for making sure staff understand it. Concerns can be raised with any manager in confidence.

Review. Signed by A. Example on 1 April 2026. Reviewed every year, next on 1 April 2027.

7. Business continuity plan

What we do if something goes wrong, so the work carries on.

What could happen	Effect	What we do	Who
Staff off sick or on holiday	Sites not covered	Trained cover staff on call, rota planned 4 weeks ahead	Operations Manager
Vehicle breakdown	Late or missed visit	Hire vehicle the same day, client told straight away	Operations Manager
Severe weather or snow	Staff cannot travel	Client called before start time, priority sites agreed in advance	Operations Manager
Supplier cannot deliver	Running out of materials	Two approved suppliers for every key item, 2 weeks' stock kept	Office Manager
Computer or phone failure	Lost records or contact	Records backed up online every night, calls diverted to mobiles	Office Manager
Fire or flood at our premises	Loss of equipment or office	Work from home or a temporary base, equipment hired the same day	Managing Director
Pandemic or major outbreak	Many staff off at once	Essential sites first, extra hygiene measures, client agreed plan	Managing Director

The plan is tested once a year with a desk exercise and updated afterwards.

8. Social value plan

What extra good we will do while delivering the contract, and how we will prove it.

We pay every member of staff at least the Real Living Wage, recruit locally through the Leeds jobs centre, and give each school we clean two free deep cleans a year for community events.

Theme	What we will do	How we measure it	How often we report
Local jobs	Recruit new staff for this contract from the local area first	Number and percentage of local hires	Every quarter
Skills	Train staff to recognised qualifications and offer an apprenticeship	Qualifications gained, apprentices taken on	Every year
Fair work	Pay at least the Real Living Wage and give fixed contracts	Hourly rates, staff turnover	Every year
Environment	Cut fuel use and waste on this contract	Miles driven, waste recycled	Every quarter
Community	Give volunteer time or free services to local good causes	Hours given, groups helped	Every year

Only promise what you can really deliver and measure. Buyers check social value commitments during the contract.

9. Risk assessment (sample)

One example. In the real pack there is one for each type of work, and one for each site before work starts.

Activity	Daily cleaning of an occupied school
Assessed by	B. Sample, Operations Manager
Date	1 April 2026
Review	1 April 2027, or sooner if anything changes

Hazard	Who could be harmed	How we control it	Risk after controls
Slips on wet floors	Staff, pupils, visitors	Clean when areas are empty, wet floor signs, damp not wet mopping, slip-resistant shoes	Low
Harmful cleaning chemicals	Staff	COSHH assessment for each product, ready-diluted or dosing system, gloves and goggles, no mixing	Low
Manual handling of bins and equipment	Staff	Trolleys, small bin liners, two-person lifts over 15kg, training	Low
Lone working in the evening	Staff	Buddy check-in by phone at start and end, lone worker app, no work at height alone	Medium
Contact with sharps or bodily fluids	Staff	Never touch sharps by hand, sharps kit on site, spill kit, hepatitis B offered	Low

Staff read and sign the risk assessment before starting work on the site.

10. COSHH register

A sample of the register we keep. The real one lists every item.

Product type	Use	Main hazard	Controls
Neutral floor cleaner	Daily floors	Mild skin irritant	Gloves, dosing system
Washroom descaler (acid)	Toilets and urinals	Corrosive	Gloves, goggles, never mix with bleach
Disinfectant spray	Touch points	Irritant to eyes	Spray onto cloth, not into air
Glass cleaner	Windows and mirrors	Flammable aerosol	Store away from heat

11. Quality checks

The checklist our supervisors use on site visits. Results are recorded and shared with the client.

Site	(site name)
Date and time	(date)
Checked by	(name)
Score	(number of items passed out of total)

Check	Pass	Fail	Comment or action
Floors clean, no marks, no residue			
Bins emptied, liners replaced			
Washrooms clean and fully stocked			
Touch points disinfected			
Kitchens and staff rooms wiped down			
Cupboards locked, keys returned			

Anything that fails is put right within 24 hours, or sooner if it affects safety, and the client is told.

12. Past work

Real jobs like the ones being bid for, with results. Clients are only named with their permission.

Daily cleaning of a three-school academy trust

Client	A multi-academy trust in West Yorkshire
Worth	£96,000 a year
How long	4 years so far
Reference	Their facilities manager will give a reference. Details are shared with the buyer on request.

What we did. Daily term-time cleaning of three primary schools, plus deep cleans of every classroom, kitchen and hall in the summer holidays. 9 cleaners and one site supervisor, all with enhanced DBS checks.

How it turned out. No missed cleans in four years. The trust renewed the contract early and added a third school in year two.

Office and library cleaning for a town council

Client	Example Town Council
Worth	£31,000 a year
How long	3 years
Reference	Their facilities manager will give a reference. Details are shared with the buyer on request.

What we did. Evening cleaning of the council offices and two public libraries, including washrooms and kitchen areas, with a monthly deep clean of carpets and hard floors.

How it turned out. Complaints fell from around eight a month under the previous contractor to fewer than one a month by the end of the first year.

Library and community hub

Client	Example Parish Council
Worth	£14,000 a year
How long	2 years so far
Reference	Their facilities manager will give a reference. Details are shared with the buyer on request.

What we did. Daily cleaning of a library and community hall used seven days a week, scheduled around opening hours and events.

How it turned out. The council asked us to take on their two other halls in year two.

13. How we do the work

Method statements for our main services.

Daily school cleaning

1. Before we start, the supervisor walks the site with the business manager, agrees a written cleaning schedule for every room, and records keys and alarm codes in our key log.
2. Each cleaner has a set area and a printed checklist. Work starts after the last lesson and is finished before the site closes.
3. We use the BICSc colour-coded system: red cloths for toilets, blue for general areas, green for kitchens, so germs are never spread from one area to another.
4. Floors are dust-mopped then damp-mopped with a neutral cleaner, with wet floor signs out until dry.
5. Washrooms are cleaned and restocked every day, with touch points (taps, handles, flush plates) disinfected.
6. The supervisor checks every site weekly against the checklist, scores it, and puts anything below standard right the next day.
7. Any damage, hazard or safeguarding concern is reported to the school the same evening.

Periodic deep clean and floor care

1. We survey every floor type and agree the deep clean plan and dates with the client, normally in school holidays.
2. Furniture is moved and protected, and areas are closed off with signs.
3. Hard floors are stripped and resealed with a rotary machine. Carpets are hot water extracted and left to dry with fans.
4. High-level dusting uses extendable poles from the floor, never ladders where it can be avoided.
5. The supervisor checks every room with the client before handover.

14. Declaration

I confirm that the information in this Company Pack is true, complete and up to date, that I am authorised to sign bids on behalf of Example Cleaning Co Ltd, and that I will tell the buyer straight away if anything in it changes.

Name	A. Example
Position	Managing Director
Signed	(signature)
Date	(date)