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**Fortuin Hygiene Cleaners (Pty) Ltd** is a registered and local female owned cleaning company based in Cape Town, Western Cape. Founded in 2018, our company is committed to providing superior residential and commercial cleaning services across the province.

Through strong expertise and regular training of our personnel we specialize in providing our clients with a tailored service at an affordable price. Our Managing Director, Maria Fortuin is a qualified and experienced cleaner with over 20 years' experience in the industry.

All equipment on site is regularly checked and fully tested for electrical safety monthly. We use environmentally friendly materials that all our employees have been trained to use, our health & safety record is impeccable. At its present level, the company is well placed to ensure that all of the benefits associated with larger organizations are available, whilst remaining at a size which ensures that clients receive personal attention from senior management and directors.

## Mission Statement

### **Our Vision**

“To be the cleaning contractor of choice in our chosen operating areas for clients, our supply chain and employees.”



### **Our Approach**

- Provide our clients with the highest quality cleaning services delivered in a safe, professional, considerate, and harmonious manner.
- Provide a safe and secure working environment and monitor the health of all our employees and workforce.
- Carry out all activities in a sustainable and environmentally conscientious manner



## Cleaning Services

With over 20 years' experience within the cleaning Industry, we specialize in providing our clients with tailored products at cost effective rates. Service is focused on operational delivery, which is supported by the commitment of staff thereby resulting in a self-monitoring operation. All clients receive our Health & Safety Manual that contains all our required site documentation.

### **Cleaning Services List**

- Deep Cleaning**
- Domestic Clean**
- Commercial Clean**
- General Clean**
- Mini Clean**
- Spring Clean**
- Builders Clean**
- Décor Clean**
- End of Tenancy Clean**
- Event & Party Clean**
- Laundry**
- Kitchen Clean**
- Bathroom Clean**
- Floor & Carpet Clean**
- Window Cleaning**
- Dry & Upholstery Clean**
- De-cluttering & Storage**
- Medical Clean**
- Cars & Vehicles**

## **Health & Safety Policy Statement**

This statement should be read in conjunction with the Health & Safety policies that set out specific responsibilities and arrangements by which Health & Safety is to be organised, implemented, and monitored within the company.

1. Fortuin Hygiene Cleaners (Pty) Ltd is committed to providing a healthy and safe working environment for all employees and non-employees affected by our activities. We will use all reasonable endeavours to ensure safe systems of work throughout our business activities and will do all that is reasonably practicable to ensure a safe & healthy working environment and safe working methods.
2. Fortuin Hygiene Cleaners (Pty) Ltd considers that health & safety an important part of all our management systems and that clear communication and co-operation between management, employees and the client is important in order to achieve a high standard of health & safety at work.
3. General policymaking is the responsibility of the Directors, the major objective being to promote correct standards of health, safety and welfare that comply with the Health and Safety statutory provisions and codes of practice.
4. The company will:
  - a) Initiate and maintain a safe and healthy workplace, so far as is reasonably practicable, to ensure that employees, customers, visitors, and the environment are not exposed to risks arising from our cleaning activities.
  - b) Ensure that employees have adequate support, supervision, relevant health & safety documentation, information, and training required, to make them aware of potential hazards within the workplace.
  - c) Ensure that no person intentionally or recklessly interferes with or misuses anything provided in the interests of health, safety, or welfare.
  - d) Communicate with the employees on matters affecting their health & safety and the importance of reporting or eliminating hazards by encouraging them to bring to the attention of management any proposals for the improvement of health & safety standards; thereby allowing them to fulfil their duties safely without risk to themselves or others.



**WE PUT HEALTH  
& SAFETY FIRST**

## **Employment Training Programmes**

All Fortuin Hygiene Cleaners (Pty) Ltd cleaning staff are trained in the relevant aspects of cleaning duties required of them. This comes in four stages:

**Induction Training** - A full Health and Safety talk explaining the potential hazards of cleaning equipment and materials and an explanation of how these hazards can be found within everyday procedures. In addition, we undertake a demonstration of personal protective clothing. All Fortuin Hygiene Cleaners (Pty) Ltd cleaning equipment is colour coded and employees are trained accordingly. Finally, we go through the key issues which may arise in a cleaning environment which will help a cleaner to understand the procedures in the event of abnormal occurrences.

**On Site Training** - This occurs in all Fortuin Hygiene Cleaners (Pty) Ltd cleaning contracts. This work is heavily supervised and acts to ensure that a member of staff learns the Fortuin Hygiene Cleaners (Pty) Ltd method of work. This is a system where work is checked once it is carried out to ensure all aspects of the cleaning specification are undertaken. It also helps us to distinguish the members of staff who are prepared to take a pride in the Company and their work. Only members of staff who understand and act upon what is expected of them continue with us.

**Specific Site Training** - This will include all aspects of a specific site. We recognise that every site is different and requires areas of particular attention. The member of staff is also trained about the health and safety implications of a specific site as well as the security procedures of that site.

**Ongoing Training** - This keeps employees up to date with any changes in materials or cleaning techniques used. All relevant changes will be introduced throughout the Company and Managers and Site Supervisors then carry out training.

## **Equal Opportunities Policy Statement**

At Fortuin Hygiene Cleaners (Pty) Ltd we treat everyone equally and foster a culture free from discrimination, harassment, and victimisation.

As such, we value diversity among our staff, customers, suppliers and community and we respect the individual contributions of all people. We want a workforce that reflects the diverse community at large and expect all employees and associates to treat each other with dignity and respect. We do not tolerate unfair decisions or practises that excludes or discriminates against a colleague on the grounds of:

- Gender
- Race
- Skin colour
- Family
- Religion
- Medical conditions or disability
- Unrelated criminal convictions
- Age
- Sexuality
- Marital status
- Ethnic origin
- Social class
- Pregnancy/maternity

We base all decisions related to recruitment, disciplinary action, dismissal, or promotion solely on work criteria and individual performance.