



## Our Mission Statement

To be the industry leader in providing practical, honest, and responsive janitorial solutions in an environmentally ethical manner.

## Our Core Values

Employee wellness and opportunity is just as important as customer satisfaction; and follows our approach to innovation in an industry renowned for the mistreatment of its workforce. We ensure respect and fairness is built into every process of our company allowing a prideful, mindful, and happy labor force who is always prepared to dedicate their best to the cleanliness of your space.

**Respect:** The "golden rule", "Treat others the way you expect to be treated" is our founding principal and our guiding motto. Mutual respect for our staff and yours is paramount at Clean For A Change. We endeavor to provide respectful workplaces for our teams while ensuring we are respectful in your workplace.

**Innovation:** We will continue to be leaders in providing progressive and practical cleaning solutions in a constantly changing world. As the janitorial industry evolves, so shall we.

**Honesty:** We pride ourselves on our educational approach to offering cleaning solutions to fit your needs. We will provide you with honest evaluations, and straightforward answers to your questions.

## Our Commitments to You

**Accountability leads to a balanced, open relationship and provides a foundation for a more personal and intuitive service.**

### We will provide you with outstanding service

- Our service standard is based on **Responsiveness**: Your needs can change on a dime, and whether it's a new service, a temporary service, or just something we forgot to do, your request is responded to immediately.
- The **Education** we provide to you: We believe knowledge is power so we aim to empower you to make practical decisions about your cleaning needs.
- **Accountability**: Taking responsibility for what we've done or haven't done is a vital component of our service. We will always be accountable and honest in the manner in which we provide services to you.

### We will ensure open and easy communication

- Communication is key. We want to know what you're thinking. We provide as many opportunities as possible to enable open and easy forms of communicating with you. We will always be accessible through multiple channels to listen and respond to your concerns, questions, or anything you might want to talk to us about.

### We will ensure that Clean For A Change is a great company to work for

- We believe that **Happiness** at work contributes to happiness in life. So we do everything we can to ensure a happy workforce. You feel your best when you do your best. We provide leadership, support, and opportunities to instill a sense of pride in our employees and enable them to do their best work. This allows us to foster professional growth and provide advancement so that staff can achieve their full potential.
- We realize **Family** is important to everyone: We are mindful of our staff's responsibilities to their families.
- There's a reason people always wish you good **Health** at New Year's! We keep our team healthy by using an environmentally ethical cleaning system while building ease into our work schedules and having support available when our people are sick. This

ensures the job gets done, but not at the expense of anyone's personal wellness.

### **We will endeavor to be innovators in our industry**

- **Change** is necessary and inevitable. We embrace change in our industry and in the world and welcome the opportunities it provides us to grow as a corporate citizen. We leverage our experience and skills to promote positive change in the industry and make a positive impact on the planet and its people.
- The legacy we leave behind is important and meaningful to us. As a global corporate partner, we aim to keep our world healthy for generations to come. We utilize socially and environmentally **Responsible** business practices and cleaning methods and endeavor to decrease our environmental footprint.