



# TOTAL CLEANING FACILITIES LIMITED

YOUR LOCAL CLEANING  
SERVICE PROVIDER



[www.totalcleaningfacilities.com](http://www.totalcleaningfacilities.com)  
[info@totalcleaningscotland.com](mailto:info@totalcleaningscotland.com)  
T: 0143781671  
Unit 19  
40 Chapel Street  
G20 9BQ

# ABOUT US

Founded in October 2021, Total Cleaning Facilities Limited is a commercial cleaning company specialising in the internal cleaning of all types of commercial buildings. Based in Glasgow, we provide most of our services within the area as well as cover the city of Edinburgh and operate closely across Scotland's central belt. Our company's journey began back in 2017 under the name Total Cleaning Scotland which first was established as a sole trader with smaller scale contracts focusing on the hospitality, office cleaning and one off cleans. Currently, with more than 15 years of experience between both company directors within the commercial cleaning field we confidently provide high quality cleaning services in a variety of industries. Commercial businesses within the third sector, education and medical industry make up a big part of our overall clientele, along with that we also provide cleaning services within construction industry and accommodate businesses who require high specification or more specialised cleaning services such as graffiti removal, pressure cleaning, windows and gutter cleaning and product supplies.

## MISSION

*"At Total Cleaning Facilities Limited, our mission is to provide highly trained, experienced, and happy staff, along with efficient cleaning solutions, to meet and exceed the expectations of our commercial and construction clients. We strive to be a trusted partner in the industry, delivering exceptional service and ensuring the utmost satisfaction for our valued clients."*



## WHY CHOICE

# US?

### RELIABLE & HONEST

15 years in business has taught us that great professional cleaning service begins and ends with experienced and friendly professionals. This explains our rigorous hiring process. We believe that our team are the best commercial cleaners in the business and we have complete confidence in every person providing our services.

Total Cleaning Facilities Limited finishes each commercial cleaning project on schedule and with the highest level of quality. With a focus on personalised service, competitive rates and customer satisfaction, we are always striving to meet and exceed expectations.

### HAPPY PEOPLE

Happier staff equals more productivity! We are a Living Wage Employer and we take into account the true cost of living of our employees. We are continuously improving our responsible business practices, showing commitment to our greatest asset – our people

### MEETING NEEDS

When you use Total Cleaning Facilities Limited, we will take into account what your priorities are as a business – whether it's safety, tidiness, organisation, customer satisfaction or the general wellbeing of your staff, we are committed to working around you. You are in complete control of how often we clean, when we clean, and what we clean

## Our Clients



# WHAT WE DO?

## SCOPE OF SERVICES

Total Cleaning Facilities Limited is dedicated to providing high quality services to commercial and construction clients in Scotland. We specialise in multiple business areas, particularly medical cleaning services, office cleaning and fit out - builders projects.

### OFFICE CLEANING

*Attention to Detail*

We provide daily, weekly or monthly office cleaning service for small, medium and large offices. The frequency and timing of our service can be tailored to suit the needs of your business. Our local staff will create a positive impression on office visitors and healthy working environments for office staff.



### PRACTICE CLEANING

*Trusted Medical Cleaning Service*

We provide dental and medical practice cleaning services throughout the premises, including surgery rooms, waiting area, reception, staff rooms and toilets. Our staff go above and beyond to provide professional and reliable medical cleaning service to keep your premises free from viruses and bacteria, ensuring patients and staff are kept safe.





## **NURSERY & SCHOOL CLEANING**

*Attention to Detail*

We provide professional regular or one off clean to private or public sector clients focusing on bespoke needs and requirements. Along with regular clean we offer deep cleans for carpets and wooden floor. Our cleaners pay high attention to details to ensure Health & Safety requirements are met and can be DBS checked if required.

## **COMMUNAL CLEANING**

*Consistency as a key*

We provide regular, weekly or fortnightly cleans for communal areas and shared spaces. The service focus on first impression of visitors and tenants ensuring your entryways and shared area is spotless. Small maintenance of the buildings can be also part of this service.



## **PRODUCT SUPPLIES**

*Always Prepared*

We supply all consumables to your premisses which will fit your current dispenser and meet needs of your staff. Our staff will take care of stock levels and orders for your working space. This time and cost effective solution also provides advice on the correct type of consumables and stock management.





## **GRAFFITI REMOVAL**

*Expert Service*

Our graffiti removal service deals with graffiti vandalism and includes pressure washing services and repainting. Our fully trained and experienced staff use environmental friendly products to restore your graffiti-damaged premises back to a good condition.

## **BUILDERS AND FIT OUT CLEANS**

*High specification clean*

We are trusted partner of construction industry, providing all specialised, high-spec cleans, assisting clients with all project stages. Our operatives are highly trained to required construction standards including CSCS certification.



## **ADD ON SERVICES**

*Extra Mile*

We can also provide adds on services:

- Carpet clean
- Deep clean
- Window and gutter clean
- IT Clean
- Waste management
- COVID clean
- Front of House Cleaning
- End of tenancy
- Pressure Washing





Health and safety is one of our number one priorities when it comes to protecting our employees and clients. One of our standard practices is to prepare a risk assessment for each client's premises at the start of the contract and after the initial site visit, a copy of this is sent to both the client and employee to acknowledge. We also preform annual reviews of RAMS (Risk Assessment and Method Statement) and amend it appropriately if any changes occur. A COSHH assessment is also carried out for all products used by our company but also for products used by the client within their premises such as hand soap or washing up liquid. This is also reviewed annually and the client and employees with always receive a copy of this for reference. We also prepare a hard copy of the site folder which is available to employees and client at their site which includes health and safety documentation, employee handbook, cleaning specifications, health and safety policy and handbook, equipment checks records, company insurance and company information.

239924 Risk assessment for : Total Cleaning Facilities Limited

**Hazard: Cleaning Activity (Chemical Usage)**  
Risk of injury/health due to exposure to harmful chemicals

Who can be harmed/how?	Controls in place	Risk rating
All Staff Staff may suffer ill health or injury due to exposure to harmful chemicals	<ul style="list-style-type: none"> <li>COSHH Assessments Communicated &amp; Training Provided</li> <li>Suitable chemicals are selected for the task. COSHH assessments are communicated, and all staff are trained.</li> <li>Surfaces Not Left With Excess Cleaning Chemicals</li> <li>Personal protect is used to prevent reaction being set on surfaces.</li> </ul>	<p>Low Risk</p> <p>Likelihood: 1/9 Severity: 5/9</p>

**Hazard: Dust**  
Risk of ill health due to the inhalation of harmful respirable dust.

Who can be harmed/how?	Controls in place	Risk rating
All Staff Risk of illness	<ul style="list-style-type: none"> <li>Chemical/COSHH assessments communicated</li> <li>COSHH assessments have been communicated to relevant employees</li> <li>Employees trained in Chemical/COSHH procedures and the safe system of work</li> <li>Eye Wash Station Provided</li> <li>Eye wash system provided for first aid treatment for obstructed etc. in eyes.</li> <li>Good Hand Washing/Hygiene Procedures Observed</li> <li>Good hand washing procedures observed to reduce the risk of skin disorders and promote good hygiene</li> <li>Hygiene Procedures in Place &amp; Followed</li> <li>Hygiene procedures in place &amp; followed</li> </ul>	<p>Low Risk</p> <p>Likelihood: 1/9 Severity: 5/9</p>

Cleaning General Office Building Page 5 of 12

239924 Method statement for : Total Cleaning Facilities Limited

Total Cleaning Facilities Limited Telephone: 01429183017  
48 W George St, Glasgow, G2 1BP

**Method Statement for UK Health Enterprise premises**

Site address: 48 W George St, Glasgow, G2 1BP Document created: 21/11/23  
Client reference: UK051 Document created by: Joanna Tworzylo  
Client name: UK Health Enterprises Document approved: 21/11/23  
Location of works: Total Cleaning Facilities Limited (G2 1BP)/Document approved by: cd05ba0-5a0b-4a0b-88d2-73b7a9f4205a  
Start date: 20/11/23

- Description of work
- Sequence of events
  - 2.1 Arrival at clients premises
    - Disable the alarm
    - Sign in (as required)
  - 2.2 Check equipment
    - All cleaning equipment should be visually checked
  - 2.3 Ensure the area to be worked and exit points are clear of obstruction
    - Ensure the area to be worked, and exit points are clear of obstruction
    - Regular cleaning of work areas
    - Regular inspection of exit points to ensure free from obstruction
  - 2.4 Cleaning clinical area
    1. Open cleaning cupboard door and put cleaning in progress sign against the door
    2. Wash hands for at least 20seconds
    3. Cover any abrasions with a plaster
    4. Prepare equipment,consult relevant information sheets, including colour coding and check equipment for damage
    5. Change mop heads
    6. Take equipment to location
    6. Put on warning signs in prominent locations
    7. Follow safe systems of work for high level dusting
    8. Follow the safe system of work for cleaning walls and skirting boards

Method Statement for UK Health Enterprise premises Page 1 of 5

239924 Risk assessment for : Total Cleaning Facilities Limited

**Total Cleaning Facilities Limited**  
COSHH Assessment for  
Biohygiene All purpose Sanitizer

This COSHH Assessment is for Biohygiene

Reference number	T01191884
Assessor	Joanna Tworzylo
Date completed	11/08/23
Review Schedule	Annually
Review date	11/08/24
Approved date	11/08/23
Approved by	Joanna Tworzylo
Affected site(s)	Total Cleaning Facilities Limited (G2 1BP)

Biohygiene All purpose Sanitizer Page 1 of 7



# ACCREDITED



As a commercial business within the cleaning industry, we have made a conscious effort to create positive and professional relationships with our clients, and other contractors within the industry. One way in which we have shown this is through our accreditations. Our most prominent achievement is acquiring the Smas Worksafe accreditation. In the process of achieving this our health and safety documentation and practices have been thoroughly checked and verified against the Safety Schemes in Procurement core criteria and UK Health and Safety legislation which determined our business to be fully compliant with health and safety regulations



Total Cleaning Facilities Limited as the responsible employer we go further than the government minimum, by paying the real Living Wage to all of our employees. Our staff are our most valuable asset and we put them at the centre of our corporate culture.





## Sustainable cleaning products

Being environmentally friendly and recognising the health benefits of using eco-friendly products is why we made the conscious decision to use BioHygiene across all of our cleaning contracts. Many traditional cleaning chemicals that are currently on the market contain ingredients from the petrochemical industry which contain chemicals like Formaldehyde, Kerosene, Mineral Acids, Phosphates and Solvents. As these chemicals possess a large carbon footprint, they can be harmful to aquatic life if they end up in the water systems. Therefore, using eco-focused products like BioHygiene will help achieve the same cleaning results without causing any harm or environmental damage. This is because BioHygiene uses a synergistic combination of renewably and sustainably sourced ecotechnology and biotechnology and its cleaning strength comes from microbes, free enzymes, organic acids and plant extracts which are all naturally derived, sustainable and renewable ingredients. Using BioHygiene products is also important to us when it comes to the health of our employees and everyone working in the premises in which we maintain cleanliness. Standard cleaning products may contain ingredients that are irritants which could have harmful side effects on human health like causing skin and eye irritation or respiratory tract irritation. Therefore, in order to protect our employees and clients that come into contact with our cleaning products on a daily basis, we have opted for BioHygiene products that have favourable ecotoxicity profiles and low health hazards. As well as that, due to the BioHygiene products containing no volatile organic compounds it eliminates any flammability concerns which in turn minimises health and safety risks when using the products on many different touch points and surfaces.



# Quality Management

## Quality Management System

### Staff development



- We provide accredited, certified H&S training for all of our staff
- Regular toolboxes
- Coaching and mentoring

### Customer Focus



- Service assessed based on each individual customer requirements
- Bespoke cleaning specification
- Regular communication with the client re staff changes and updates

### Control



- DBS check
- Time & Attendance System
- Supplier Checks
- Risk review
- Internal audits (completed by external assessor)

### Service



- Consistent, high quality cleaning service
- Permanent employee dedicated to each site
- Weekly management visit

### Service Surveillance



- Complaint handling
- Action plan for any issues shared with the client
- Regular review

### Results



- QC monthly audits
- Performance review
- Feedback via staff appraisal
- Performance verification with client via next audit

### Equipment



- Monthly equipment check
- PAT testing completed in house
- Staff certification and licences (JET association etc.)

### Improvement



- Collaboration with the client re waste management or clean desk policy
- Advise on more sustainable practices (reduction of waste, paper, clean desk cards systems)

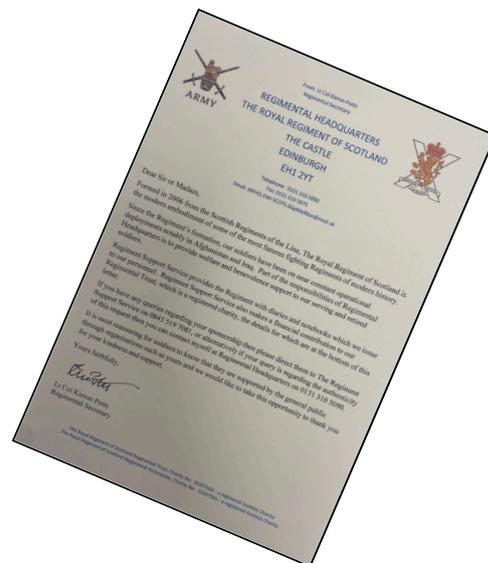


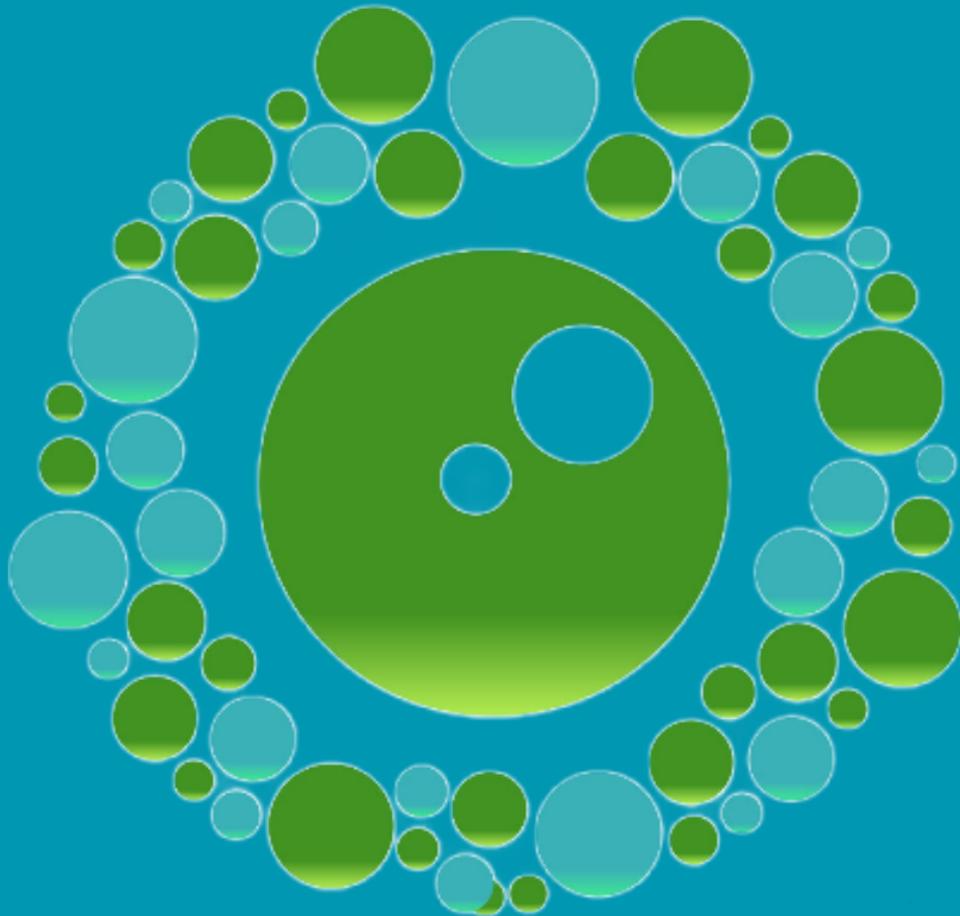
# Benefit



We believe that every business should try to give back to the community and that is why our company supports our local community by creating sponsorships for the local football club UTD Football academy to support the health and wellbeing of kids and young people in the area and assist the club in facing the rising costs of affiliated junior rates for football pitches in the area. As well as that, we have also been recorded as a friend of the Royal Regiment of Scotland in 2021 by providing financial support for The Regiment Support Service.

Our Managing Director, Joanna Tworzydło acts as a Volunteer Business Mentor for King's Trust enterprise program to support young people through 1-to-1 mentoring and guidance as they turn business idea into successful enterprise.





01413781671  
info@totalcleaningscotland.co  
m

Unit 19  
40 Chapel Street Industrial Estate  
G20 9BQ  
Glasgow  
[www.totalcleaningfacilities.com](http://www.totalcleaningfacilities.com)