

METHOD STATEMENT

The following method statement is made up of five parts and indicates how Jangro Ltd would manage the contract, if successful in their tender to supply cleaning materials to your Company.

- Offering our customers quality, choice, training and technical support.
- Developing and expanding the range of professional products supported by the most comprehensive training and service package in our industry.
- Ensuring our employees are rewarded, satisfied and safe at work.
- Striving to continually improve our contribution to all environmental issues in our industry.

Delivery

All deliveries would be made in our own fleet of vans within the timescale agreed in our contract. All our delivery personnel are issued with mobile phones, which enables us to communicate efficiently.

Training

Our training resolves around our comprehensive training package “Jangro Learning Management Solution (LMS)”. The online training modules cover all aspects of cleaning from washrooms and kitchens to floors and pH scales. Additional resources are also available which include instructional wall charts, product usage guides and task cards. Certificates are issued at the end of each completed course.

Health and Safety

Product safety data sheets, product specification sheets and completed Risk Assessments would be issued in hard copy format for all products supplied. In addition, these are also available online at www.jangro.net. Specific COSHH training would also be offered which would be in the form of online Jangro LMS.

Invoicing and General Administration

All invoicing and general administration would be dealt with by our National Accounts Administrator who would also handle all queries relating to delivery, product knowledge and

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problem solving. The National Accounts Administrator would also be responsible for producing and distributing management accounts in relation to the contract as required.

Quality Control

Jangro Ltd's policy is to provide services of a standard of excellence which fully satisfy the customer's requirements and expectations. The Policy also sets out defined lines of communication so the Company can meet not only their customers' requirements, but also the needs of Company Staff.