



COMPANY PROFILE

MISSION

Our mission is to promote excellent, cleaning services to our clients by providing a personalized one-stop cleaning, pest control, landscaping and auxiliary services at an affordable fee. We take your cleaning personally.

VISION

It is our vision to provide professionally guaranteed services at an affordable cost in the market. That's to provide you with guaranteed services within your budget.



ABOUT TRUDOH CLEANING

Presenting a clean and comfortable office/home environment at a cost-effective price is a key challenge for today's businesses. Clients want a value-for-money service with no compromise on quality - and must use their cleaning budgets wisely. Our company, Trudoh Cleaning, was established to meet this need. We will provide homes, Businesses or Schools with a unique set of benefits that blend quality delivery with cost saving methodologies and hands-on, accessible management.

RELEVANT EXPERIENCE AND TRACK RECORD

With cleaning contracts in place at a number of Institutions and offices Botswana wide, we bring extensive experience to every aspect of Domestic and Commercial Cleaning, providing the **FULL SERVICE**. We have been working in Homes, schools and offices for over Five years and have developed a deep understanding of the special nature of this environment: in particular, the need to ensure the safety and security of children and staff by employing reliable and honest personnel who have undergone police screening, and the need to protect the client's property, school property and classroom materials.

OUR SERVICES

- Office and commercial cleaning
- Domestic cleaning
- Post construction cleaning
- Move in/move out cleaning
- Toilet cleaning
- Vacuuming
- Floor cleaning
- Floor polishing
- Carpet cleaning
- Window Cleaning
- Refuse collection
- Scheduled spring cleans
- Deep kitchen cleans
- Pest control
- Grass cutting and clearing
- Tree cutting and manicuring
- Garden maintenance & landscaping

We have worked hard to build up a track record for excellence with every client and consider the word-of-mouth recommendations that have brought us all our business to be confirmation that we are meeting quality requirements. All our work is 100% guaranteed and we carry comprehensive public liability insurance of P2million.

THE EXCLUSIVE POINT OF DIFFERENCE

Our value-for-money approach is a major benefit to all our clients. We are confident that we can reduce the cleaning costs for our clients, Schools and Businesses around Botswana. We work within our quoted price and also offer a discount to all our long term Clients, quite simply Trudoh Cleaning will make your working environment a nicer place to be in and work at by improving the cleanliness of their premises.

How do we do this?

We operate a tight business structure with a focus on continuous improvement in the way we carry out our tasks to save time and costs, and add value for our clients. Some of the benefits we bring to this contract are:

Team work

We carry out our work as a cohesive, experienced team where each member is responsible for a specific cleaning task in each of the premises we are servicing. This methodology has resulted in significant time savings as staff work extremely efficiently as specialists in their specific areas. It has brought added benefits to users of the environments we service - for example, we eliminate cross-contamination risks by ensuring personnel who clean toilet areas do not work in any other areas, this way of working also gives accountability to individual staff for work carried out. Each work done can be tracked back to a particular staff for accountability.

Hands-on Management

Our company management will be personally-involved in the day-to-day cleaning at the sites, supervising staff and completing cleaning tasks. Their constant onsite management, and vested interest in maintaining their company's reputation, will ensure the highest standards of quality – always. The owner is well versed in managing projects of a large magnitude. A public Health Specialist with a Masters Degree from Stellenbosch University in South Africa and a Bachelors Degree in Home Economics Education from the University of Botswana.

Flexible contracts and pricing

As an independent, owned business, we can offer clients, Businesses and Schools flexibility on pricing and in the details of the contract. For example, we don't insist on long termination periods that are common in our industry (often up to three months). Clients have the option of adding a short-term notice period (as little as a month) into in their contracts if required. This option reflects the confidence we have in the quality of our work, and further motivates our staff to deliver our service to the highest standards at all times.



Easy communication

The project manager will be a single point of contact for any issue. As a hands-on manager, they will have personal knowledge of every aspect of the day-to-day tasks involved with the contract, and is available 24/7 and will respond immediately to any special requests. Building close working relationships is an important part of our company culture: by nurturing a long-term successful partnership with our Clients, we will be working together for continuous improvement and to add value to the service we provide

An Exclusive team

Crucial to our ability to provide our required level of service is our strong team of loyal staff. We take great pride in our high rate of staff retention which provides clients with the benefit of a stable, experienced and efficient workforce. Every member of our team is police screened, will work with the utmost respect for property and adhere to all security requirements.

All our staff has undergone formal training that covers health and safety issues, handling chemicals and the practical completion of all tasks. On-going training is provided as required. For contracts where we have had to take on existing staff from our clients, we have provided retraining, support and supervision to ensure they work to our standards and methodologies. We have provided cleaning personnel that consists of highly trained and experienced personnel who are also supervised by Supervisors with vast experience in cleaning, pest control and landscaping services.

Personal Protective Equipment (PPE)

It is our company policy to ensure that all our company personnel work in a safe and conducive environment. Safety is a priority in our company and we have provided all our staff with the following PPE:

- Company branded Uniform
- Name tags
- Head scarf
- Safety boots
- Gloves

EXCLUSIVE Sustainability

We take environmental concerns and other aspects of sustainability seriously, and use eco-friendly products and processes to minimize the detrimental effect of our work. In situations where chemicals are required, our staff is properly trained in handling and disposal techniques to ensure personal and environmental safety. Further, we have structured our contracts so that our teams work within a limited geographic area, minimizing travel times and distances.

Cleaning Chemicals, Pest Control Chemicals and Tools

At all our contracted cleaning sites we use ISO approved cleaning chemicals sourced from Industro Clean, a BIDvest Company and AMWAY. They have been supplying all of our professional cleaning supplies i.e. cleaning chemicals, pest control chemicals and tools. Both Industro Clean and AMWAY are international companies that manufacture specialized chemicals and cleaning products for various floors, wall surfaces and pests.

Our chemicals are not only ISO approved but are also environmentally friendly and improve the indoor air quality of the residence or office space. We have carefully considered the health of our clients at our cleaning sites with the careful cognizance of respiratory illnesses that can be caused or aggravated by cleaning chemicals and as such, in instances where a client requires unscented chemicals we customize our service by utilizing unscented chemicals.

In addition to making our work easier and meet acceptable service level agreements, our staff is well equipped with tools for all cleaning demands.

Quality Control

The four aspects of quality; technical, functional, aesthetic and process quality are the focus of our company ensuring that goals are met.

We provide customer opinion and satisfaction survey questionnaires which customers are required to fill from time to time so that feedback can be used to improve the cleaning service. Visual inspection and white linen or glove system are the methods applied to determine the cleanliness of each residence house. White linen or a glove is used to wipe surfaces and the results counterchecked against dust or dirt. We carefully and closely monitor quality and time spent on cleaning by cleaning staff. Moreover, we also ensure the proper use of specified types of cleaning materials that the job requires, and quality. On a daily basis our supervisors undertake cleaning spot checks, so to monitor the standard of work carried out in all areas if possible.

Compliance

Our company is fully licensed, Tax registered, and registered with the public procurement and disposal board,

CONTACT AND LOCATION INFORMATION

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No job is too big nor too dirty



