

# KOYDA

## Mission Statement & Ethics Policy

### We will

- Provide value for money
- Clean to a very high standard
- Look after your property as it were our own
- Be punctual and reliable
- Be flexible
- Be friendly and easy to deal with
- Rectify any issue with haste and be honest
- Be safe
- Treat our staff with the respect they deserve
- Respect your culture or religion and conduct ourselves in a respectful manor at all times
- Be happy to listen to any of your pet hates with respect to cleaning and ensure they are seen to exactly as you require.
- Be responsible with regards to the environment and sustainability and use the most eco friendly products we can without compromising the quality of the clean.

### We will not

- Polish shiny taps and polished stainless steel surfaces with abrasive materials!
- Attempt to scrape and hack off lime scale damaging your goods! (this will be done using the correct substances available avoiding damage)
- Damage something by mistake without owning up
- Drag our Hoovers and equipment around skirting boards damaging the crisp clean corners!
- Cover up any issues
- Charge any extra costs without full agreement between ourselves once the cost has been discussed fully and explained clearly

Joe Cromwell

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