

Cleaners - Holiday Policy & Holiday Request Process

This policy outlines how holiday requests must be submitted, reviewed, and approved. It ensures fair access to holidays while maintaining business continuity and service quality.

1. General Principles

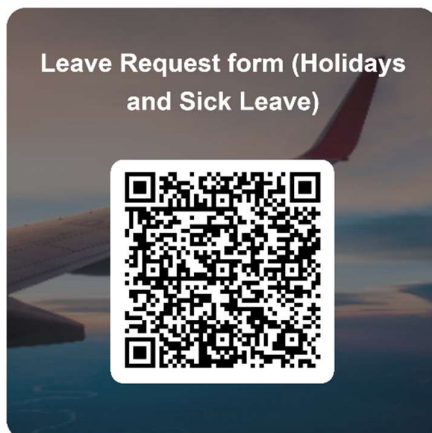
- A holiday request is not an approval.
- Holidays are only confirmed once **formal approval** is given by Operations and the appropriate approving authority.
- All holidays are subject to **business needs, staffing levels, and operational requirements**.

2. Holiday Policy for Cleaners

2.1 Holiday Requests

- Cleaners must submit a holiday request using the agreed company process through a form that can be accessed through the link: <https://forms.office.com/r/CFQVfwRnxA>

Or via QR CODE:



- Requests should be submitted **as early as possible**, ideally at least **4 weeks in advance**.
- Emergency or short-notice requests may be considered but are **not guaranteed**.

2.2 Holiday's Approval Process

- Cleaner submits a holiday request

- Operations reviews staffing levels and service coverage.
- Once approved, Operations inform cleaners with approval or rejection.
- Cleaner will be informed in writing (Whatsapp group chat or email).

Important: Until written confirmation is received, the holiday is **not approved** and the cleaner is expected to work as scheduled.

3. Non-Compliance

- Taking holiday without written approval may result in disciplinary actions.
- Repeated failure to follow the holiday request process may lead to further management action.