



Impact Report February 2023

Fresh Desk A Kinder Way to Clean

Meet Lina

Lina Asovale Fairbrother is a Samoan and a cleaner. She is the leader of a cleaning team of four at Toitū Te Whenua LINZ.

“ We look after the building and make sure that LINZ staff are working in a clean environment. I have a very good team, three boys and one girl. They know what they are doing, they do their job and whoever finishes early will go around and help.”

This month Lina is thinking about history, “For me personally, Waitangi Day is for reflection. As a Samoan, I see the Māori people as strong and resilient and this day only amplifies that. It shows the importance to learn and understand the history of our indigenous community.”

Lina's voice runs throughout this impact report and unless specified, all quotes are hers.

“ LINZ is a very good environment, what I like the most there is the respect from the staff to us cleaners. They have time to stop and talk to us cleaners and ask how's your day. It makes a big difference when people are friendly, not like other places I have worked.”

“ Here, Jenny greets us with a big smile, Darren and Jonty and the people on Level 7 always say hello and that's a good feeling. One person told me 'You are doing a marvellous job, thank you so much for looking after us' and I really appreciated that comment.”

Health and Safety

“ We do enough health and safety. The space is open and not cluttered so it is easy to see hazards and avoid getting hurt. The workload is balanced, it is right, no one is stressed, and we are very happy. Fresh Desk appreciates us and treats us fair, like VIPs, since we do the job and bring money to the company.”

By the Numbers

- 0 Notifiable health and safety events
- 4 Toolbox hui held
- 4 Health and safety reports delivered
- 100% Fresh Desk team have MOJ check
- 100% Fresh Desk and contractors inducted onto site
- 2 Fresh Desk team attended a First Aid course
- 4 Cleaner of the Month vouchers awarded



Wellbeing

In Fresh Desk's November 2022 Wellbeing Survey, our team members reported that:

- 90%** felt positive coming to work
- 90%** felt respected by their teammates
- 90%** felt respected by their customers, and
- 100%** felt respected by their manager.

Four team members made suggestions which we think reflects a safe environment for worker voice.

Team members reported agreement with the Fresh Desk values and kaupapa and ranked them from most to least important: Health and Wellbeing, Fair Pay, Kaitiakitanga, and lastly Training.

One person named their manager, Lynette Maunder, as "really dynamic in our team" and thanked her.

Lina has worked at three government agency sites since entering the cleaning field 17 years ago. She transferred her employment when the contract changed hands between large cleaning companies.

“ I worked for three companies, and they never did Cleaner of the Month, but they are much bigger than Fresh Desk. I think it's really good and the team always look forward to it.”



Quality



A great start

+ Quality audits (QA) went from **85%** to **90%** to **92%** to **94%**

- + October and December periodicals: the team completed all work in three days, as a result, the Property and Facilities Coordinator told us he is "happy" :-)
- + 30 weeks into the contract the Property and Facilities Manager is "delighted with the level of the service provided and the consistent high standard to which the cleaning services are delivered."

Improvements made in 2022

- + Our first (July) periodical took 2 months largely due to illness and attrition. Subsequent periodicals were timely.
- + Shower complaint from a LINZ staff member. Therefore, we purchased a shower scrubber machine to allow easier cleaning. No further complaints.
- + Day Custodian progress is on track for 2023, pending approvals.

2023 Improvements planned

- + 3 of the last 7 months had no QA due to illness, periodicals and the QA being cancelled by LINZ. Remedy: QAs scheduled in first week of each month in 2023.
- + 3 of the last 7 months had no H&S cycle due to illness and leave. Remedy: H&S cycles are scheduled monthly in 2023.
- + Low uptake of flu vaccines offered to all staff. Remedy: begin promoting these earlier in 2023 and provide them on site.

Thank you very much for caring about your cleaners at Toitū Te Whenua.

Fresh Desk