

Cleaner Onboarding Checklist

Sections 1 and 2 must be complete before the first shift. Keep this record.

NAME

START DATE

ROLE

MANAGER

COMPLETED BY

1. Before the first shift: legal

These are obligations, not good practice. Complete and record every one.

- ☐ Right to work in the UK checked and a dated copy retained
- ☐ Identity verified against the original document, in person or by approved digital check
- ☐ Employment status decided and documented: employed or self-employed
- ☐ Written statement of employment particulars issued on or before day one
- ☐ Starter checklist or P45 obtained for PAYE
- ☐ Payroll set up; National Insurance number recorded
- ☐ Pension auto-enrolment assessed
- ☐ Bank details recorded securely
- ☐ Emergency contact recorded
- ☐ DBS check completed where required by the client or the work
- ☐ Employer's liability insurance confirmed to cover the new starter

2. Before the first shift: health & safety

- ☐ Health and safety induction delivered and signed
- ☐ COSHH training for every chemical they will use
- ☐ Correct dilution and colour-coding explained and demonstrated
- ☐ Manual handling briefing
- ☐ Equipment training for every machine they will operate
- ☐ PPE issued and fitted; replacement process explained
- ☐ Lone working procedure explained, including check-in and what happens if they do not
- ☐ Accident and incident reporting explained: who to tell and how
- ☐ Any relevant risk assessments read and signed
- ☐ Emergency procedures for the sites they will attend

3. Practical setup

- ☐ Uniform issued and fitted
- ☐ Equipment and consumables issued, with a record of what
- ☐ Keys, fobs and alarm codes issued and recorded against them
- ☐ Key return process explained
- ☐ Cleaner app installed on their phone and login tested
- ☐ Rota access confirmed and the first fortnight shown to them
- ☐ Travel arrangements and mileage policy explained
- ☐ Timesheet or clock-in method demonstrated
- ☐ Who to call when something goes wrong, and when it is acceptable to call

4. First shift

Nobody should attend a site alone on their first visit.

- ☐ Accompanied on the first visit to each site, not sent alone
- ☐ Site-specific access, alarm and parking explained in person
- ☐ Client preferences and any no-go areas explained
- ☐ Introduced to the client where appropriate
- ☐ The specification for that site walked through room by room
- ☐ Shown where equipment and chemicals are stored on site
- ☐ Confirmed they know how to report a problem from that site

5. First fortnight

This is where retention is won or lost. Do not skip it because they seem fine.

- ☐ Day two check-in: how did it go, what was unclear
- ☐ End of week one review, in person or by phone
- ☐ First pay confirmed correct, on time, and explained
- ☐ Any equipment or PPE problems resolved
- ☐ Feedback from the client on the first visits gathered
- ☐ Any additional training needs identified and booked
- ☐ End of fortnight conversation: are the hours, sites and travel working
- ☐ Probation period expectations confirmed in writing

Right to work checks must be completed before employment begins. A correctly conducted and retained check provides a statutory excuse against a civil penalty; a check done late does not.

This is an operational checklist, not legal advice. Employment status, in particular, is a question of fact rather than of what a contract says: see our guide on employed versus self-employed cleaners.