

Trinidad Home Management

Do nothing from selfish ambition or conceit, but in humility count others more significant than yourselves. Let each of you look not only to his own interests, but also to the interests of others. Have this mind among yourselves, which is yours in Christ Jesus, who, though he was in the form of God, did not count equality with God a thing to be grasped, but emptied himself, by taking the form of a servant, being born in the likeness of men. And being found in human form, he humbled himself by becoming obedient to the point of death, even death on a cross. (Philippians 2:3–8)

Mission Statement

To make a positive difference in the lives of others through quality, professional work, integrity and service to our fellow men.

About

Trinidad Home Management (THM) is an initiative to provide both quality and affordable residential maintenance services to clients.

This initiative is managed by ¹1st-World-IT Services, a local ICT/Software Development company.

All queries or requests will be made through the management liaison (also described as the designated manager), Mr Hume: 467- 2678.

THM is dedicated to providing:

1. Service to all with love, care and patience
2. A safe and fair labor environment for all employees
3. A job well done and fairly priced to its customers

¹ <https://www.1st-world-it.com>

Services

Residential Cleaning & Maintenance Services

- **General cleaning**

- Sweeping, mopping, vacuuming, scrubbing, dusting
- Washing, laundry, etc
- Janitorial Services

(Limited to floors, walls, windows that are easily and safely accessible, ceilings only if safe and secure apparatus for accessing heights is available. See Section 1.1.2 - Working on heights).

- **Landscaping**

- Grass cutting, lawn maintenance, tree pruning/cutting.
- Cleaning of drains.
- Pressure washing

(No pressure washing without management permission of sloping roofs or surfaces where the pressure washer or employee cannot be stable. See Section 1.1.2 - Working on heights).

- **Maintenance and Home Improvement**

- Tiling
- Painting
- Masonry

(See Section 1.1.2 - Working on heights)

Cost(s)

The cost for a job is negotiated on consultation between the manager THM and the client, and would reflect labor compensation, use of tools and equipment, required materials and where required, mobilization and demobilization fees. In summary, jobs are not generally billed by the hour, day or other time period, but ideally on the requirements and successful completion of them.

The job estimation, negotiation and documentation is done to protect all parties; the customers, the employees and management, by providing a scope of work, expected conditions, deliverables and payment for the same that can be agreed upon. This document should be publicly available to all parties involved.

Policy

1.0.0 Legal Conformance

THM functions within the legal frameworks and laws of Trinidad & Tobago, and provides employees with all benefits that are afforded them under current legislation. Management will work with customers to ensure that working conditions and benefits afforded to citizens, residents, legally domiciled employees and generally ALL employees, are upheld.

- A. THM employees are contracted employees.
- B. THM employees are contracted on the basis of job availability.

1.1.0 General Safety

The safety of workers is a top priority. THM will make every attempt to ensure safe working conditions before and during commencement of work. Employees will be trained on basic elements of safety, as well as on their rights with respect to working in a safe environment.

- A. Clients are encouraged to report unsafe work by employees to the manager.
- B. Neither THM nor its clients are permitted to ask or coerce employees to engage in unsafe work practices. THM does not encourage deviation from established safety practices for convenience or job priority.
- C. Employees are encouraged to voice ANY safety concern AND have it addressed.
- D. While the final determination of safety conditions rests with the manager, a worker **can** decline to continue working if they are convinced that doing so would be hazardous to their health or wellbeing. This worker will be entitled to some monetary ²compensation for any work they participated in up until the stoppage..
- E. Where a situation outlined in section 1.1.0D has occurred, the employee's statements, the condition(s) at the job site, as well as all decisions taken by THM and employees, are to be documented.

1.1.1 Working on heights

- A. The designated manager **must** perform site inspection for any work on surfaces eight (8) feet or more above level ground or a level surface. (Employee situated on ground or floor).
- B. Any tools or devices (boxes, ladders, scaffolding, tables, chairs, rope, harnesses...etc) used for accessing surfaces above eight (8) feet, **must** be inspected and deemed safe by the manager.(Device situated on ground or floor).
- C. No work is permitted on surfaces where the employee is situated six (6) feet above the ground, unless they are in an enclosed area (with guard rails or walls) or they are issued and use adequate fall protection devices such as a body harness.

² Subject to the agreed price for the job, and completion status of the job.

2.0 Client Relationship with Employees

2.0.1 Treatment of Workers by Clients

Clients/customers are not allowed to abuse or misuse employees assigned to jobs. Where there are disagreements, misunderstandings or unacceptable behavior, clients are urged to first contact the manager. The manager will meet with all parties, and will take the appropriate action(s), to ensure that disputes are settled, behavioral issues addressed, and criminal actions reported to the relevant authority.

2.0.2 Client Altering Job Scope or Terms of Work

Clients are not to change the scope of work or add new tasks, not prior agreed to, once a job has commenced. While a job is ongoing, clients are not to engage the workers with additional duties not prior agreed to and/or outside of the agreed terms of work.. If this occurs, THM will not be liable to the client for any actions arising from such adventure, nor payment to the employee for unplanned work performed, nor for ³derivative circumstances that negatively impact the prior agreed terms of work.

2.0.3 Clients privately engaging THM contracted employees

THM cannot and will not attempt to prevent clients from privately engaging THM contracted employees. Where this occurs, it is not the business of THM. THM carefully manages its job portfolio and will not be held liable for private work(s) done outside of its planned jobs, nor for private work(s) that subsequently alter our completed jobs. That is the business solely of the parties involved.

³ Arising from unplanned deviations from the planned work, at the behest of the client.

3.0.0 Employee Relationship with Clients

3.0.1 Misbehavior by THM contracted employees

- A. THM Management will not support theft, vandalism, abuse of clients or their substance or property, or any associated negative behavior by employees towards clients. Clients are urged to report any negative interactions directly to the manager, so that corrective action can be taken swiftly.
- B. Criminal activity will not be tolerated under any circumstances and once substantiated, will be reported to the relevant authorities.
- C. THM expects a highly ethical standard of behavior from its employees, and will consistently and proactively lead that effort. This is crucial to the mission of building lasting relationships with customers.

3.0.2 Contracted employees privately engaging clients

- A. Persons contracted to work with THM are not to *unnecessarily* solicit favors and gifts from clients, while performing under terms of work for THM.
- B. THM contracted employees are **not restricted** from personally and privately soliciting employment wherever and with whomever they choose.
- C. However they are expressly forbidden to do so by using THM or the name of the designated manager or the management company ([1st-World-IT Services](#)), or associated websites or other associated information (such as flyers, brochures or call cards).
- D. No contracted employee is authorized to conduct business on behalf of, or represent THM with established or prospective clients. THM will not recognize nor bind itself to performing or completing work initiated or agreed to by individuals or legal entities other than the designated manager.

(Confirmation on the status of the designated manager can always be confirmed by contacting 467-2678 or emailing support@1st-world-it.com)

Other Information

Management Liaison(THM Manager) - Mr David Hume - 4672678

Email - support@1st-world-it.com