

Cleaning staff onboarding checklist

A practical checklist for cleaning companies setting up new starters, site readiness, documents, mobile access and first-shift controls.

Use this checklist as a starting point, then adapt it to your own contracts, customer sites, role types and professional advice. It is operational guidance, not legal advice.

1. Pre-start and employment setup

Done	Checklist item	Owner / notes	Date
	Confirm role, start date, reporting line, location or contract area.		
	Complete right-to-work checks before employment starts.		
	Collect payroll starter information, bank details and emergency contact details.		
	Confirm agreed hours, pay basis, probation or review process.		
	Check whether DBS, customer clearance or regulated-site approval is needed.		

2. Contract, policies and documents

Done	Checklist item	Owner / notes	Date
	Issue contract or worker agreement using the company's approved process.		
	Issue handbook, absence, holiday, conduct and data protection policies.		
	Issue uniform, mobile phone, lone working and customer-site rules where relevant.		
	Record document acknowledgement or signature before the employee starts work.		
	Store issued documents and acknowledgements in the employee record.		

3. Health, safety and training

Done	Checklist item	Owner / notes	Date
	Complete health and safety induction appropriate to the role.		
	Explain accident, incident and near-miss reporting.		
	Cover relevant risk assessments, method statements and safe systems of work.		
	Provide COSHH information for cleaning chemicals the employee will use.		
	Explain PPE, manual handling, slips and trips, equipment use and lone working.		

4. Site induction

Done	Checklist item	Owner / notes	Date
	Confirm site address, access route, parking, keys, codes and alarm process.		
	Explain cleaning specification, task frequencies and customer expectations.		
	Identify restricted areas, hazards, emergency arrangements and escalation contacts.		
	Show where equipment, chemicals, PPE and waste points are located.		
	Confirm what the cleaner should do if access fails or site instructions are unclear.		

5. Mobile app, attendance and communication

Done	Checklist item	Owner / notes	Date
	Confirm the employee can log into the mobile app before the first shift.		
	Show schedules, job details, documents, site notes and conversations.		
	Explain check-in and check-out expectations, including GPS, NFC or landline options.		
	Show how to report incidents, add photos and message a supervisor.		
	Explain what to do if the phone has poor signal or the attendance method fails.		

6. First shift and first-week review

Done	Checklist item	Owner / notes	Date
	Confirm the supervisor knows the employee is starting and where they are assigned.		
	Check uniform, PPE, equipment, keys and site access before the first shift.		
	Review first attendance record, site feedback and any missed process actions.		
	Ask whether the employee understood the site, specification and mobile process.		
	Schedule follow-up training or support where early issues are found.		

When issues arise, onboarding records matter

Good onboarding helps the business answer practical questions later: what was issued, what was explained, what was acknowledged and what follow-up happened.

Issue	Why the onboarding record helps
Customer complaint	Show which specification, site notes and standards were issued before the cleaner started.
Health and safety incident	Show relevant induction, risk, COSHH, PPE and reporting information was covered.
Attendance or payroll query	Show shift expectations, check-in method, planned hours and attendance process were explained.
Conduct or site rule issue	Show policy, customer-site rules, escalation routes and acknowledgement records.

Useful reference points

Acas: induction for new starters - [acas.org.uk/induction](https://www.acas.org.uk/induction)

GOV.UK: check a job applicant's right to work - [gov.uk/check-job-applicant-right-to-work](https://www.gov.uk/check-job-applicant-right-to-work)

GOV.UK: PAYE starter checklist - [gov.uk/government/publications/payee-starter-checklist](https://www.gov.uk/government/publications/payee-starter-checklist)

HSE: COSHH guidance - [hse.gov.uk/coshh/](https://www.hse.gov.uk/coshh/)

HSE: risk assessment guidance - [hse.gov.uk/simple-health-safety/risk/](https://www.hse.gov.uk/simple-health-safety/risk/)