

## Green Cleaning Seattle - Eco-Maid Services™

### Open Door Policy:

Green Cleaning Seattle values direct communication, and we strive to be a positive, respectful work community. We strive for excellence, respect, and good working relationships. The GCS Open Door Policy is designed for GCS staff to have a safe way to communicate personal issues, company concerns, co-worker concerns, stresses, and general questions to our company. The Open Door Policy is a way of allowing our Green Cleaning staff to talk to one of our GCS administrative staff members privately and without interruption.

The Open Door Policy is an anonymous\* way of communicating with our office staff and getting things off your chest. The Open Door Policy allows our GCS Green Cleaning staff to talk with either Gea, Jen Walker-Suoja, Jen Rotter, Christina or Ariel *directly* about issues you feel uncomfortable about or are struggling with. Our Open Door Policy allows you to *schedule a time* to talk with us about your personal concerns, so that we can give you our full attention and hear what is on your mind.

Open Door happens during GCS office hours by appointment. The office is a busy, multi-tasking place with a lot of juggling. Open Door needs to be scheduled - "dropping in" on the office doesn't work. You can arrange for an Open Door appointment by:

- 1) calling the GCS main line at: 206 307-2770, or
- 2) emailing the GCS office at: customerservice@greencleaningseattle.com

You do not have to tell anyone in advance *why* you want Open Door time - you can save that for your face-to-face meeting. You can request whom you would like to speak with and if scheduling permits it, we will honor your request. Please give us your first and second choices for who you would like to meet with for Open Door.

We value you and what you have to say. We want for you to have a comfortable work environment, to feel supported and respected, and to have a schedule that balances with the rest of your life. Often if you are struggling with something, there may be something in the GCS system that needs to shift. Your feedback can help us build a better company. Often if there is a specific problem, we can help find solutions. Ask for what you need, and we will see what we can do.

\*Anonymity is based on cases where the company, co-workers, and clients are not in direct or indirect harm

**Please note:** our Open Door Policy does not replace any of our company policies (IE *you still need to call the office if you are locked out, running late, running out of time, if a client doesn't pay, to report your hours on non-locked in clients, etc!*)

