



MOLLY MAID HomeSafe Cleaning is designed to ensure your home can be safely cleaned and sanitised by our trained maids. The method works to help keep you, your family and our maid's health the priority.

Some of our HomeSafe Cleaning Procedures



All of our maids are fully employed

Each and every maid has an employment contract which means we have a duty of care for them. All our maids are trained on our cleaning procedures, including our **HomeSafe** procedures. They are also trained on how to use our specialist, eco-friendly cleaning products which include our sanitiser XtraProtect (independently certified to be effective against all enveloped viruses including coronaviruses).



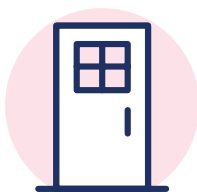
Daily health check

At the start of each day, before maids are sent out to work, we confirm with them that they are symptom free, healthy and fit to work by following the Government & NHS guidelines on COVID-19 symptom check. If any maid shows any symptoms they will not be allowed to work and will be required to self-isolate for the required period. If any of our maids have any symptoms and have to self-isolate, they will continue to be paid through the Government's statutory sick pay scheme so there is never any pressure on them to continue to work. As we work hard to ensure the health of our maids, we kindly ask you to do the same and to please inform us if you or anyone in your home has any symptoms so we don't place our maids at risk.



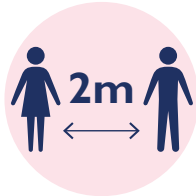
Prior to your clean

We will aim to contact you **15 minutes** prior to our arrival to allow you and your family to plan the social distancing measures you would like to follow whilst we are in your home, such as; going outside for a walk or moving to another room.



On arrival

One team member will knock on your front door and wait 15 seconds before entering your home and then be followed by the other team member, observing their required social distance. Both team members will then wash their hands for 20 seconds or apply XtraProtect – which can also be used as a hand sanitiser.



Social distancing in your home

Even though you and our team will be symptom free, we must maintain our required social distance from each other whilst in your home. Our teams really love to speak with you when we are in your home to learn if there is more that we can do, so please don't feel like you can't continue to do this. We just need your help to maintain our social distance while we are cleaning. If you or your family are at home when we are cleaning, we kindly ask that you go to another room or go outside to maintain the social distance. If you have any questions, please ask our teams who will gladly help.



XtraProtect sanitiser

In addition to bringing all our own equipment which will be sanitised prior to each clean, we also use our range of effective and eco-friendly products which have been part of our service for years. Within our cleaning products range is specialist sanitiser XtraProtect. It is a sanitising and anti-microbial cleaner, which has recently passed independent laboratory tests proving it is effective against all enveloped viruses including all Coronaviruses (to BS EN 14476 standards). This will be used in your home to clean & sanitise kitchens, bathrooms as well as all surfaces and frequently touched areas such as light switches, bannisters and door handles.



Cleaning cloths

We only use freshly laundered cleaning cloths in your home and after each clean these cloths are put in a separate laundry bag that our maids personally launder in temperatures above 60 degrees.



Personal Protective Equipment (PPE)

We follow all Government guidance on the wearing of PPE, including advice within the NHS. Though PPE is not required to clean the homes of individuals who are symptom free (and of course our maids are symptom free too), if you would feel more comfortable if our maids wore any PPE, please talk with them or your local MOLLY MAID Franchise Owner.



On leaving your home

We will spray XtraProtect on your outside door handle, doorbells and letterboxes to ensure these essential areas are also sanitised.

If you have questions on any of our HomeSafe procedures, please don't hesitate to contact your Franchise Owner or speak with our maids.