

We have developed some new procedures called HomeSafe to make sure that all MOLLY MAID staff can safely return to work and safely do their job. The health and safety of all of our teams and customers is our highest priority. These procedures follow current Government guidance on the cleaning of homes and we ask that you follow these procedures without fail.



## Step 1: Following All Government Guidance

At all times MOLLY MAID strictly adheres to and follows all Government guidance. Guidance on the cleaning of homes is that cleaning services can be provided, as long as the individual providing the service and the homeowner (and their family) are symptom free and provided that any social distancing requirement is adhered to.



## Step 2: Daily Health Check

Confirm each day prior to leaving for work that you are COVID-19 - symptom free. As per the NHS website these symptoms include either:

- A high temperature – this means you feel hot to touch on your chest or back
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.

If you have any of these symptoms **you will not be permitted to work** – there are no exceptions. If you have a symptom and have to self-isolate, you will receive SSP. Equally important, is that **you will never be required to clean a home** of a customer with COVID-19 or showing symptoms – there are no exceptions with this too. If you have any doubt whatsoever of any home you are cleaning, immediately contact your Franchise Owner.



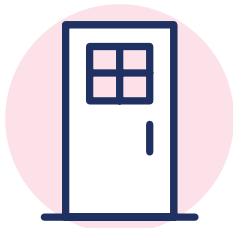
## Step 3: Pre-Clean Customer Contact

Call each customer 15 minutes before arrival at their home to ensure:

- The customer knows your arrival time allowing them to vacate the property during the clean or confine themselves to one room (which will not be cleaned) or different floor
- The customer is aware of our MOLLY MAID HomeSafe procedures, including the 2-metre social distancing rule
- If we do not have a key, always inform the customer we will knock on arrival, but not enter until they have vacated or confined themselves to another specific room or different floor

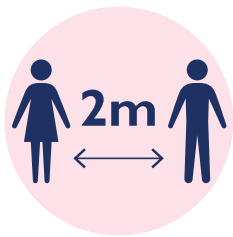
Most customers will become accustomed to our HomeSafe requirements and will require just a gentle reminder.

**Continued...**



## Step 4: Arrival at Customer's Home

- Whether we have a key or not, knock on arrival and stand at least 2-metres from the door
- If answered, ask if they plan to vacate the home or confine themselves to one specific room or different floor for duration of clean
- Before entering a customer's home, please put on a fresh pair of shoe covers, if required
- Proceed to the kitchen, wash your hands for 20 seconds using hand soap provided, dry with microfibre cloth, and spray with XtraProtect (put on new disposable gloves if required)
- When finished place used shoe covers and gloves in a rubbish bag and dispose of in the customer's outside bin



## Step 5: Social Distancing

Even though both of you are symptom free as is the customer, it is important that you maintain a 2 m social distance at all times in the customer's home – whether you are cleaning on your own or with your partner. This will require a bit of extra discussion between you and your partner and the customer too.

Though we can maintain a 2 m social distance in the customer's home, it is impossible to do this in a Molly Maid car so we have taken some added precautions according to advice from the World Health Organisation (WHO).

### When driving to a customer's home always;

- Maintain maximum distance in the car between your partner and yourself by having one person in the front and one in the back on the opposite side of the car.
- Wear the cloth or other mask that is provided to you at all times while you are in the car but remove it before entering the customer's home.
- Keep the windows open to provide good ventilation in the car.
- When you have completed the clean and before getting into the car, please re-affix your mask. Remember to wear it at all times while in the car.



## Step 6: Personal Protective Equipment

We will follow all Government guidance on wearing PPE including standards set by the NHS.

**'PPE is only required to be worn when coming into close contact of 1-metre of someone who has either of the two previously referenced symptoms or the virus itself.'**

You will never be asked to clean the home of a customer with COVID-19 or showing symptoms and as such there will be no need for PPE. However, if you or the customer would feel more comfortable with any PPE, please discuss with the Franchise Owner who will happily provide this to you.

If you or the customer would feel more comfortable wearing PPE, please use the following procedures:

- Before entering a customer's home, please put on a fresh pair of shoe covers, if required
- Proceed to the kitchen, wash your hands for 20 seconds using hand soap provided and dry with microfibre cloth and spray XtraProtect on your hands before putting on a new pair of disposable gloves
- When finished placed used shoe covers and gloves in a rubbish bag and dispose of in the customer's outside bin




## Step 7: Using XtraProtect on Frequently Touched Areas

To ensure each customer's home is clean and sanitised you are required to use XtraProtect to sanitise all frequently touched areas (FTAs). Please review the XtraProtect (FTA) user guide to check this is being followed without exception in each customer's home. FTAs also cover cleaning our own equipment during the day, including vacuum (handle, plugs, attachments), caddy handle, mops, dusters and spray bottles.

*\*If you have any questions at all on any of the procedures to keep you safe, please speak with your Franchise Owner*



## DAILY CHECKLIST

ACTION/TASK TO BE COMPLETED	DONE 
Complete symptom check & update Franchise Owner	<input type="checkbox"/>
Check you have 'Right to Work' letter in car/folder	<input type="checkbox"/>
Call each customer 15 minutes before arrival – remind them of HomeSafe cleaning practices including social-distancing	<input type="checkbox"/>
Ring doorbell, stand 2 metres back from door, once opened wait until property is vacated or occupants confined in one room or different floor before entering	<input type="checkbox"/>
Before entering a customer's home, please put on a fresh pair of shoe covers, if required	<input type="checkbox"/>
Use customer's sink to wash hands, using hand wash provided, dry with microfibre cloth, spray hands with XtraProtect and place on a new pair of disposable gloves (if required)	<input type="checkbox"/>
Maintain social-distancing rules of 2-metre distance from everyone whilst at property	<input type="checkbox"/>
Use XtraProtect on all Frequently Touched Areas using guide provided	<input type="checkbox"/>
Sanitise equipment throughout the day using XtraProtect, including vacuum (handles, plugs & attachments), caddy handle, mops, dusters and spray bottles	<input type="checkbox"/>
Leave property, remove any PPE, place in a rubbish bag, and dispose the bag in the customer's outside rubbish bin	<input type="checkbox"/>

***For yours and our customers' safety please carefully complete each action/task on the checklist each day, or before and at each clean***

