

**As a result of the COVID19 outbreak, we will be making the following amendments to the way our team of cleaners work, in order to do our utmost to ensure safety for the team and also for all our clients:**

-Our team have always carried relevant PPE. We will provide them with any additional necessary PPE and hand sanitiser gel, following the UK Government guidance. Our team will be wearing masks where they are required to undertake any laundry tasks. They will have their own masks for this purpose.

-We have produced a separate Risk Assessment in relation to the threat of COVID19 and this has been provided to all staff, is available on our websites and also upon request. We have also provided all staff with additional training, information and guidance on the threat and the changes we have made to our working practises. We will be following UK Government guidelines and also seeking clarification from our training provider and HR consultant as necessary. Our working practises will be updated as things change.

-If your cleaner, or any member of their household displays symptoms of COVID19 or are required to isolate, they will be unable to work. Whilst we will try to provide an alternative cleaner, we have reduced staffing levels currently, which may have an impact on us being able to do this.

-Before every appointment please consider if you or any member of your household are displaying symptoms of COVID19. If this is the case you must telephone us on either 07757 674985 / 07903 387700 as soon as possible. This will also be the case if you are in a bubble with someone who displays symptoms or you are advised to self-isolate as part of the UK Government test and trace service. We will be unable to carry out your appointment until such time as you are no longer required to self-isolate. If you or a member of your family are shielding having received a letter from the NHS or guidance from your GP, we will be unable to resume your cleaning appointments until the end of the period of shielding.

-Our staff will be regularly washing their hands or using hand sanitiser, including upon arrival. Please provide them with the necessary wash facilities if required.

-We will either provide you with a rough idea of the arrival time of your cleaner, or contact you around 20 minutes prior to your cleaners arrival. Please wherever possible ensure you are in another part of the property, or out of the property completely before your cleaner arrives.

-All occupants of the property and your cleaner should remain at least 2 metres apart at all times, ideally remaining in different areas of the property and avoiding all face to face contact. Please do not attempt to make close contact with your cleaner.

-If you do not already pay for your cleaning by direct bank transfer and you are able to do so, please let us know and we can arrange to provide you with our account details.

-The vacuum cleaners used by our team will be wiped over with antibacterial cleaner between appointments. The same will be the case for our mop and buckets but we would ask that where possible, clients mop and buckets are used.

-Internal doors should be left open as much as possible.

-All door handles and hand rails will be wiped over with anti-bacterial cleaner. We have always used anti-bacterial cleaners for surfaces and floors but we will extend the use of these products wherever suitable to do so

-Failure to observe safety measures we are putting in place will unfortunately mean we will be unable to provide cleaning services to you.

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