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## PROTOCOL FOR VISITING ALL CUSTOMERS DURING THE “STAY HOME” THIRD LOCKDOWN PHASE OF THE CORONAVIRUS

### THE MAIDS GUIDELINES FOR WORKING IN CUSTOMERS’ HOMES

- 1. Customer Notification.** We will always notify you of your team's arrival time to ensure that all customers are prepared to arrange access.
- 2. Customers’ and Cleaners’ Health.** We need to know should there be anyone in the property who is not feeling well or may be suffering from COVID-19/ like symptoms. Likewise, we confirm that anyone in our teams, with symptoms of a cough or fever, will not attend your home.
- 3. Personal Protective Equipment.** Personal protective items i.e. disposable gloves and masks will provide additional protection, so teams will wear these on request.
- 4. Hand washing on arrival and before departure.** This will be a matter of vital routine within each household.
- 5. Working in well ventilated areas.** Wherever possible teams should open windows in rooms they are working in.
- 6. Keeping a safe distance.** Ideally, our teams should work well away from our customers, which wherever possible should mean going outside of your home, or at least avoid any close contact (less than 2 metres).
- 7. Essential sanitising.** Without exception, whatever the task our team is given, the sanitising of all touchpoints, such as all handles, door pushes, kettle handles, light switches, oven controls and all hard surfaces will be carried out, so that you can be assured that your home is safe.

“STAY HOME” “PROTECT THE NHS” “SAVE LIVES”