

The MOLLY MAID **HomeSafe** procedures help to make sure that your home can be safely cleaned and sanitised by our trained teams of maids. They provide an added level of assurance to help you and your family remain safe and healthy. The first part of this process starts with an in-home estimate visit carried out to identify your specific cleaning needs and provide a bespoke price for our service. The **HomeSafe** procedures we follow allow us to do this safely and in line with Government guidance which also includes guidance that allows services like ours to continue to be provided.

In-home Estimate Visit



Daily Health Check

The day of your estimate we will call you to ensure that neither you or any member of your family have either of the two common COVID-19 symptoms, whilst confirming the person arriving to carry out the estimate is symptom free. As per the NHS website the symptoms include either:

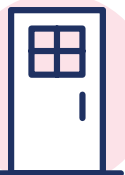
- A high temperature – this means you feel hot to touch on your chest or back
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste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

We will never send a member of our team to your home who has any of these symptoms and we will not be able to proceed with the estimate visit.



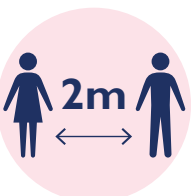
Pre-Estimate Contact

We will aim to contact you 15 minutes before arriving at your home, so you and your family can meet the 2-metre social distancing measures. We would also kindly ask you to leave the door of each room you would like cleaned open, so that we can include this in your estimate.



On Arriving at Your Home

On arrival we will proceed to your kitchen and thoroughly wash our hands or use our XtraProtect sanitiser, before discussing the estimate process with you.



Social Distancing in your Home

This is very important. When we estimate your home, we will maintain a 2-metre 'social distance' throughout the time in your home and we would kindly ask if you could do the same. You might want to go for a walk, sit in the garden or move to another room while we make notes of specific cleaning requirements in each room. Please ask us if you have any questions about this.



The In-home Estimate Visit

Most estimate visits take 15- 20 minutes. We will carry out an initial tour of your home only entering rooms with open doors and taking notes as we go. Having completed the estimate, we will sit with you maintaining a 2-metre distance, to discuss your needs and explain the MOLLY MAID **HomeSafe** procedures.



XtraProtect Sanitiser

We have for many years used a specialist cleaner called 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 and sanitise kitchens, bathrooms as well as all surfaces and frequently touched areas such as taps, 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)

Though PPE is not required when we visit and clean the home of individuals who are symptom free (and of course we are symptom free), if you would feel more comfortable we can wear disposable gloves, a cloth face mask and shoe covers.



On Leaving your Home

We will leave a copy of the estimate in a plastic wallet for you to review and upon leaving your home we will spray XtraProtect on your door handle, letter box and doorbell to ensure it is sanitised – we do this on every clean for all of our customers.

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