



NEW COVID-19 CLEANING PROTOCOL

To all of our current customers and potential new customers. We have enacted the following protocol is effective immediately, with the intent to inform you of how our company is handling the situation with the novel coronavirus outbreak aka COVID-19.

As you know, the Coronavirus is quickly spreading throughout the world and cleaning companies play an a very important role in reducing the chance of spread. But many are not prepared so Quality Cleaning Maid to Order LLC works really hard to always comply with the best practices in the cleaning industry in order to best assist all of our customers. Quality Cleaning Maid to Order LLC has compiled some of the most useful information to help you deal with this fast-spreading virus. Much of this information have been gathered from sources such as ISSA, CDC, OSHA, WHO, GBAC, Public Health Agencies, and many more.

Introduction

We are delighted that you are our client and have entrusted the health of your home to Quality Cleaning Maid to Order LLC and our subsidiary services. We are guessing that with the Coronavirus (COVID-19) outbreak some of you might be thinking about our company more than usual and wondering if we are taking any extra precautions when it comes to cleaning your home, or providing other services. Yes, we are and we would like to share with you a little about it right now.

First, and most important, our entire staff here at Quality Cleaning Maid to Order LLC is committed to consistently using our professional line of products and processes for cleaning that will allow Quality Cleaning Maid to Order LLC to ensure that your home is protected from the Coronavirus (COVID-19) to a 99.9% germ free level, each and every time we clean your home. The normal Industry Standard for cleaning a residential home or a workspace is 97% germ free.

Our Commitment to you

Quality Cleaning Maid to Order LLC is committed to your safety and to making sure that our cleaning process is as thorough and complete as humanly possible. To show our commitment to complete cleaning, QCMTO will be using EPA certified hospital grade sanitizers and disinfectant products on all household and workplace surfaces during our regular cleaning process. In doing so we also remain committed to the environment so we have researched and tested to find the safest sanitizing and disinfecting products that are also Green Seal certified.

Our Company New Implemented Best Practices

A) Cleaning, Sanitizing, and Disinfecting

We always maintain housecleaning / janitorial cleaning best practices. During this time, we have added a new high-touch disinfecting procedure where we use disinfectant cleaning agents on all door knobs, light switches, door frames, hand rails, appliance control panels, electronics and other high touch areas in the home or workspace areas.



B) Social Distancing

Our staff is committed to keeping your home corona virus free and have also committed to staying home if they are sick to protect you, our clients and their co-workers. We are also asking for your help in keeping all of our homes healthy. If there are symptoms of illness for any persons in your home please give us a call so that we can postpone or reschedule your cleaning. While cleaning our cleaners will ask that you maintain a 6 foot or more space from areas that they are working in so your safety as well as theirs

C) Use of Protective Equipment

Our staff will be equipped with disposable gloves and masks to every home or business they go to. They will also disinfect their shoes and or put on shoe covers as they enter into your home.

D) Auditing for health

Our staff have agreed to take due diligence in monitoring their health and the health of their family members on a daily basis and will not come to work if they or any one in their family have presented any sign of illness within the past 72 hours. QCMTO is also asking the same from each of our clients. If you or any one in your home is ill or has been recently ill please let us know so we can either cancel or take extra precautionary steps in the case of sick room cleaning

Part 2.

Returning Back to Your Regular Activities

Since the government has ordered the shut down of most business and shelter in place during the quarantine period, you must be wondering when your life and everyone else's lives will get back to normal again. This includes all your daily and social activities you were normally used to. Most of you weathered the storm of the economic downturn a few years ago and you'll be able to do it through this crisis too! Quality Cleaning Maid to Order LLC has been training and preparing in many ways to help you get through this and resume to your regular cleaning schedule. If you have temporally discontinued or paused your cleaning services, we are here to ease the process into your home or workspace again. Please read the below section carefully and if any questions arise about this process please don't hesitate to give our office a call at 510-294-8804 You may also contact us via e-mail at info@mtohousecleaning.com

A) What protocols will Quality Cleaning Maid to Order LLC be following in order to return to my home?

Quality Cleaning Maid to Order LLC has been following the above guidelines for cleaning, sanitizing and disinfecting, social distancing, and use of PPE for the minority of our business and residential customers that have been receiving services throughout this crisis to help avoid the spread of the virus. However, since we project a great number of cleaning requests when this all starts subsiding, we will be recommending all of our current and prospective customers to first have a deep cleaning/ disinfection service in order to be back to your regular schedule. This will not only prepare your home to be maintained as usual standard guideline but will ensure your house is completely deep cleaned and disinfected according to our new guidelines. In



addition to that, we will be offering our most brand new service: Disinfectant Fogging/Spraying Service. You will not be obliged to have these services, but given the circumstances we are highly recommending so your place can be completely healthy, professionally disinfected and most important safe for all.

B) What kind of Cleaning Solutions and equipment will Quality cleaning Maid to Order LLC be providing?

We will still provide all cleaning supplies and equipment as before. Quality Cleaning Maid to Order LLC will provide cleaning solutions such as degreaser, a H2O2 multi-surface cleaner, floor cleaner, Hospital grade (Green seal certified) disinfectant. We can also continue to provide a vacuum and mops, however if your more comfortable with us using yours we can do that as well. All items that we bring in will be disinfected between jobs

C) How will you clean my home or office going forward?

Quality Cleaning Maid to Order LLC will still follow all cleaning guidelines as usual, but will add an extra step to the cleaning process to ensure frequently touched surfaces get more attention such as doorknobs, light switches, handles, desks, toilets, faucets, sinks and more. These areas will be disinfected both with household cleaners and EPA-registered disinfectants that are appropriate for the surface, following label instructions. If anyone has been sick in any home or office we also suggest including disinfectant fogging/ spraying services that allow for more wide spread applications of disinfectant on to all surfaces (both porous and non porous) throughout each room

D) What kind of precautions will Quality Cleaning Maid to Order LLC be taking in regard to keeping materials, equipment and supplies non-contaminated?

Some clients may still be skeptical giving the circumstances and be concerned about the fact that 1) our employees are unknowingly sick and could bring the virus into their home; 2) or you are using your own vacuum cleaners and other tools that have been in other homes and you could be spreading the virus that way. That is okay to have those questions and be concerned about. As a company we have a responsibility to ensure we are following all procedures rules to ensure everyone is safe. As mentioned before our workers are not allowed to work should they feel sick or suspect of any symptoms, same goes for our customers, and follow all protective guidelines also mentioned above to avoid the spread of the virus. Our newest implemented protocol as per the Global Bio-risk Advisory Council (GBAC) is to follow the correct protocol in order to disinfect equipment such as vacuum cleaners. This step will eliminate any cross-contamination. We will be offering a few suggestions one may follow to whichever gives the most peace of mind: 1) We will disinfect our vacuums after leaving each home/ office we clean. 2) We can use your vacuum cleaner. 3) We can skip vacuuming altogether, letting you handle that part, and focus most of our efforts on disinfecting surfaces.

E) What other safe ways can you suggest for the use of equipment and tools?

Although we are being very diligent in disinfecting our tools, we are also recommending our customers to provide their own tools moving forward such as sponges, mops, brooms, toilet bowl brushes, etc... This way is just one less thing we have to bring into your place.



F) What if I suspect or have been confirmed to have COVID-19. How will Quality Cleaning Maid to Order LLC handle that?

If you are sick and suspect you carry the virus or if you have been confirmed to have contracted the coronavirus as per CDC, WHO and public healthy agencies guidelines you are supposed to self-isolate for a minimum of two weeks. We will post-pone your service and be back when you are feeling better.

G) Risk Assessment

Quality cleaning Maid to Order LLC has implemented new guidelines in order to best assist all of our employees and customers while caring for everyone's safety.

These are the six steps that DB implemented and follows according to GBAC Protocol.

1. Incident Site Risk Assessment – Quality Control
2. Pre-Disinfect and Load Reduction
3. Forensic Cleaning
4. Final Disinfection
5. Post Site Assessment-Quality Control.

Notes –

- Cleaning/ sanitizing refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill all germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Disinfecting refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Summary of the GBAC Detailed Response Protocol.

1. Incident Site Risk Assessment – Quality Control

Everything starts with the first contact, upon call to clean, sanitize, and disinfect a space QCMTO will gather as much information as necessary prior to going to the site. This is critical when responding to a situation where potentially infectious materials are involved. People's lives depend on it. After following some crucial steps we will either assess if the site is considered low, medium or high-risk. The site risk assessment assists us in gathering critical incident data. By identifying the hazards and the risks associated with these hazards we will be able to develop the risk mitigation steps and strategies that allow for a safe and effective process. It assists in defining the needs of the job prior to entering the site, during the actual work and afterwards. It should be noted that not all jobs are created equal. The situations will define the PPE, the disinfectant to be used, the equipment that will be required.

2. Pre-Disinfecting and Load Reduction:

This step is necessary in a situation where there is visible contamination such as filth, vomit, blood, body fluids, etc., a pre-disinfection step where application of a disinfectant may be needed. This knocks down the infectious agent contamination prior to entering the site. Depending if the assessed areas is considered of high-risk Quality Cleaning Maid to Order LLC may or may not provide this step and in which case we will suggest the client to contact a specialized company that only deals with biohazards. If there is visible biological material



contamination. Load reduction is the removal and proper disposal of the gross bio-contamination. Once this step has been completed/met then QCMTO will gladly take on the next steps for disinfection protocols.

- We will use an appropriate disinfectant that is applicable for the infectious agent in question as per the label.
- The use of equipment such as but not limited to sprayers, electrostatic sprayers, foggers or misters with the appropriate disinfectant is highly recommended.

3. Detailed Forensic Cleaning

GBAC Forensic Cleaning is the removal of biological contaminants to prepare surfaces both vertical and horizontal for Professional Disinfection (see step 4). It also included the removal of all soft goods such as textiles and trash that are to be removed from the area.

- Step 1 - Meticulous cleaning of all surfaces both vertical and horizontal are initially dry cleaned preferably with micro fiber towels or cloths via mechanical action (by hand). In the absence of micro fiber towels we can use paper or cotton cloths.

- Step 2 - Repeat with a detergent cleaning solution.

- Step 3 - Professional Disinfection - Extremely important step.

QCMTO will follow a spray pattern and scope such as touch points and vertical and horizontal surfaces with the use of an appropriate disinfectant that is applicable for the infectious agent.

- The use of equipment such as, but not limited to, sprayers, electrostatic sprayers, foggers, or misters with the appropriate disinfectant, is highly recommended.

- Thoroughly spray all predetermined surfaces.

- Ensure that dwell time is met according to the disinfectant label. Ensure surfaces remain visibly wet during the dwell time.

- Pay close attention to all touch points.

5. Post-Site Assessment - Quality Control

- Conduct a post visual inspection confirming that the scope of the job was met.

- Complete all post operations documentation.

- Address any odor control issues that need to be addressed?