

LONDON HOLISTIC
CLEANING SERVICES

Cleaner Agreement, Code of Conduct & Standards Manual

Professional standards for residential cleaning assignments

Cleaner name	
Engagement start date	
Role / position	Cleaner
Company representative	
Document version	1.0 - July 2026

This document must be read carefully and signed before undertaking assignments for the Company.

Important: This handbook supplements, but does not replace, the cleaner's separate employment contract, worker agreement or contractor agreement. Legal rights always prevail.

Important legal and practical notice

Purpose	This document sets the conduct, service, safety, confidentiality and security standards expected whenever a cleaner accepts or performs work arranged by London Holistic Cleaning Services (the “Company”).
Status	Nothing in this handbook by itself determines whether a cleaner is an employee, worker or self-employed contractor. Status depends on the written engagement terms and the reality of the working relationship. The cleaner’s separate engagement agreement governs pay, working hours, holiday, notice and other status-specific terms.
Fairness	Where a cleaner is an employee or worker, the Company will apply applicable statutory rights and fair procedures. References to disciplinary action include proportionate action appropriate to the cleaner’s legal status and separate agreement.
Legal review	This document is a strong operational template, not a substitute for advice on the Company’s individual workforce model. The Company should have the final version reviewed by a UK employment solicitor before issue.

Contents

1. Welcome and Company values

In practice, this means taking ownership of every assignment from arrival to departure. A cleaner should not think only about the visible cleaning tasks, but also about how their conduct, communication and attention to detail make the client feel. Calm professionalism, honesty and consistency are as important as the finished result.

2. Scope and status of this agreement

This handbook provides the day-to-day standards that apply across all residential assignments. It does not remove any statutory rights or replace the cleaner's separate written terms. Where a situation is not specifically covered, the cleaner should pause, protect the property and contact the Company rather than guessing or taking an avoidable risk.

3. The London Holistic Standard

The standard is measured by the whole client experience: punctual arrival, respectful behaviour, careful work, thoughtful finishing touches and secure departure. A task should never be marked complete simply because time has elapsed. Cleaners are expected to review their work, correct obvious omissions and communicate honestly if the agreed priorities cannot all be completed within the booking.

4. Professional conduct

Professional conduct also applies outside the property whenever the cleaner is identifiable as representing the Company, including communal areas, reception desks, lifts, client messages and

conversations with neighbours. Even where a client is informal or friendly, the cleaner remains responsible for maintaining appropriate boundaries and protecting the Company's reputation.

5. Equality, dignity and safeguarding

Cleaners may work in homes with different cultures, family structures, beliefs, disabilities and lifestyles. Personal opinions must never affect the quality of service. A safeguarding concern should be reported factually, without confrontation, investigation or gossip. Only information that is necessary to protect the person concerned should be shared with the Company or emergency services.

6. Appearance, hygiene and uniform

A clean and practical appearance reassures clients that hygiene is taken seriously. Uniform or clothing should be changed if visibly soiled, and footwear should not transfer mud or dirt between rooms. Jewellery, long nails or loose clothing that may snag, scratch surfaces or interfere with gloves should be avoided. The cleaner should arrive ready to work, not use paid cleaning time to prepare.

7. Attendance, punctuality and communication

Reliable attendance is essential because clients arrange access, work and family routines around the booking. When an unavoidable delay occurs, early notice gives the Company the best chance to update the client or arrange cover. Silence, last-minute messages or contacting only another cleaner can cause loss of trust and may be treated more seriously than the original delay.

8. Mobile phones, headphones and personal devices

The occasional authorised work message is different from personal phone use. A cleaner should never appear distracted, record a client conversation or expose client details on a screen. Devices must be stored securely and must not be placed on beds, worktops or other client surfaces where they could cause contamination, damage or concern.

9. Respecting the client's home and boundaries

The safest rule is to handle only what is reasonably required for the booked task. If paperwork, medication, jewellery, intimate items or fragile possessions obstruct an area, clean around them and report the limitation rather than moving them unnecessarily. Never comment on clutter, odours, personal habits or the condition of the home in a way that could embarrass the client.

10. Confidentiality, privacy and data protection

Confidentiality continues after an assignment or engagement ends. Cleaners must not keep screenshots, addresses, access instructions, photographs or client contact details for personal convenience. Client information should be discussed only with authorised Company personnel and only to the extent required for scheduling, safety, quality control or incident management.

11. Photography, recordings and social media

A photograph can reveal far more than the intended cleaning result, including addresses, family photographs, documents, security arrangements and valuable possessions. For that reason, even apparently harmless before-and-after images require express Company authority and, where applicable, client consent. Images must never be retained or reused for a cleaner's private portfolio.

12. Keys, alarms, access and property security

Access information must be treated with the same care as cash or valuables. Keys should never be labelled with a full address, copied or left unattended. When leaving, the cleaner should complete

a deliberate final security check rather than relying on memory: windows, taps, appliances, lights, alarms, locks and the approved location of any key should all be confirmed.

13. Valuables, money, lost property and suspected theft

Cash and valuables should be disturbed as little as possible. Where movement is genuinely necessary to clean safely, the item should be placed in an obvious nearby location and, where appropriate, the Company should be informed. A cleaner must never place client property in pockets, bags or cleaning caddies, even temporarily, because this can create serious misunderstandings.

14. Gifts, tips and personal relationships

Small, occasional gestures may be accepted only within Company policy and without pressure or expectation. Regular private payments, valuable gifts or personal favours can blur professional boundaries and create disputes. Any offer that feels unusual, secretive or connected to bypassing the Company must be declined politely and reported promptly.

15. Cleaning standards and quality control

Quality means completing the agreed priorities thoroughly and leaving the home safe and presentable. Cleaners should work in a logical order, use suitable cloths for different areas and check frequently for cross-contamination. Before departure, review high-visibility details such as taps, mirrors, floors, bins, cushions, streaks and any equipment left behind.

16. Products, equipment and COSHH safety

Product labels and safety instructions must be followed every time, even when the cleaner has used a similar product before. Surfaces such as natural stone, untreated wood, brass, painted finishes and specialist fabrics can be permanently damaged by unsuitable chemicals. When uncertain, test only where authorised or leave the area and seek guidance.

17. General health, safety and lone working

No client request or time pressure justifies unsafe work. Cleaners should keep exits accessible, avoid overreaching and reposition equipment rather than twisting or carrying excessive loads. If the atmosphere in a property becomes threatening or unsafe, personal safety takes priority: leave where possible, contact emergency services if necessary and notify the Company.

18. Accidents, incidents, breakages and damage

Prompt reporting allows the Company to reduce harm, preserve evidence and communicate honestly with the client. A factual report should explain what happened, where and when it occurred, what was being used and what immediate steps were taken. Concealing damage, changing the scene or giving an inaccurate account is likely to be treated more seriously than an accidental breakage reported openly.

19. Pets, children and vulnerable persons

Cleaners must remain alert to doors, chemicals, cords, buckets and equipment around pets and children. A client may be comfortable with a pet roaming freely, but the cleaner must still avoid creating escape routes or leaving hazards unattended. Concerns should be referred to the Company rather than attempting to take on care or supervisory responsibilities.

20. Illness, fitness for work, alcohol, drugs and smoking

Fitness for work includes physical ability, alertness and freedom from impairment. The Company should be told early enough to assess whether duties can be adjusted or cover arranged. Cleaners

should never conceal symptoms that may expose a vulnerable client, nor work after consuming anything that affects judgement, coordination or safe chemical use.

21. Client communication, complaints and feedback

A calm response can prevent a small concern becoming a serious complaint. Listen without interrupting, thank the client for explaining and avoid becoming defensive. Record the exact concern and pass it to the Company promptly. Cleaners should not argue about what was booked, blame time limits or criticise another team member in front of the client.

22. Protecting Company relationships and non-solicitation

All enquiries about extra hours, additional services, pricing or private arrangements must be referred to the Company. This protects the cleaner as well as the business by ensuring that bookings, insurance, payment records and expectations remain clear. Friendly client relationships are encouraged, but they must never be used to divert work or payment away from the Company.

23. Company property, records and information

Accurate records protect everyone involved. Checklists, times and incident notes should be completed at the time of the assignment wherever possible, using objective language. Passwords and access credentials must not be shared, and documents must not be photographed or forwarded to personal accounts unless expressly authorised for a legitimate work purpose.

24. Performance concerns, investigations and disciplinary action

The purpose of a fair review is to understand the facts, protect clients and help the cleaner meet the required standard. The cleaner is expected to cooperate, provide an honest account and retain relevant information. Depending on seriousness, the Company may take immediate protective steps while still allowing the cleaner a reasonable opportunity to respond.

25. Gross misconduct and serious breaches

The examples in this section are not exhaustive. Conduct may be treated as serious where it destroys trust, creates a significant safety or security risk, harms a client or exposes the Company to legal or reputational damage. Each matter will be considered on its facts and in accordance with the cleaner's legal status and separate terms.

26. Ending the engagement and return of property

On the final assignment or when requested, the cleaner must return keys, uniform, equipment, documents and access credentials without delay. Client contact details and property information must not be used after the engagement ends. Outstanding incidents, expenses or property in the cleaner's possession should be disclosed so that the relationship can be concluded properly.

27. Changes, severability and governing law

Policies may need to change because of legislation, insurance requirements, new services or lessons learned from incidents. Material changes will be communicated appropriately. If one provision is found unenforceable, the remaining standards continue to apply so far as lawful, and the parties should interpret the document in a practical way consistent with its protective purpose.

28. Cleaner declaration and signatures

Signing confirms that the cleaner has received the handbook, had the opportunity to ask questions and understands that these standards apply to assignments undertaken for the Company. The cleaner should not sign with blank personal details or where they do not understand a requirement; questions should be raised before work begins.

Appendix A. Assignment arrival and departure checklist

This checklist is designed to support consistent habits. Property-specific instructions always take priority where lawful and safe. A cleaner should use the checklist as a final prompt rather than assume that familiarity with a regular client makes security or quality checks unnecessary.

Appendix B. Room-by-room minimum standards

These are baseline standards only. The confirmed booking, available time, property condition and client priorities determine what can reasonably be completed. Where time is insufficient, the cleaner should focus on agreed priorities and report what remains rather than rushing, hiding omissions or extending the booking without authority.

Appendix C. Incident and breakage report

Complete this form as soon as possible while details are fresh. Use factual language, identify witnesses and record immediate action taken. Do not speculate about blame, cost or liability. Supporting photographs should be taken only where authorised and must avoid unnecessary personal information.

Appendix D. Key and access-code register acknowledgement

The register creates a clear chain of responsibility for sensitive access items. Every issue, transfer and return should be recorded accurately. Missing keys, damaged fobs, disclosed codes or suspected unauthorised access must be escalated immediately rather than waiting until the next scheduled visit.

1. Welcome and Company values

In practice, this means taking ownership of every assignment from arrival to departure. A cleaner should not think only about the visible cleaning tasks, but also about how their conduct, communication and attention to detail make the client feel. Calm professionalism, honesty and consistency are as important as the finished result.

Welcome to London Holistic Cleaning Services. Our clients invite us into their private homes and trust us with their belongings, routines, families, pets and personal information. That trust must be protected on every visit.

We believe residential cleaning is about more than completing tasks. It is about care, discretion, consistency, safety, respect and pride in the smallest details. Every cleaner represents both themselves and the Company.

Our core values

Trust. Respect. Reliability. Discretion. Care. Accountability. Excellence.

2. Scope and status of this agreement

This handbook provides the day-to-day standards that apply across all residential assignments. It does not remove any statutory rights or replace the cleaner's separate written terms. Where a situation is not specifically covered, the cleaner should pause, protect the property and contact the Company rather than guessing or taking an avoidable risk.

LONDON HOLISTIC CLEANING SERVICES

2.1 This agreement applies whenever the cleaner carries out an assignment introduced, arranged, managed or paid through the Company, including trial shifts, training, regular cleans, deep cleans, end-of-tenancy cleans and cover assignments.

2.2 It should be read with the cleaner's separate written engagement agreement, assignment instructions, risk assessments, COSHH information, policies and lawful management instructions.

2.3 If there is a conflict, applicable law comes first, followed by the separate engagement agreement, then this handbook, unless the Company confirms otherwise in writing.

2.4 The cleaner must ask the Company for clarification before proceeding where an instruction is unclear, unsafe, outside scope or inconsistent with the client's booking.

3. The London Holistic Standard

The standard is measured by the whole client experience: punctual arrival, respectful behaviour, careful work, thoughtful finishing touches and secure departure. A task should never be marked complete simply because time has elapsed. Cleaners are expected to review their work, correct obvious omissions and communicate honestly if the agreed priorities cannot all be completed within the booking.

A London Holistic cleaner:

- arrives prepared, presentable and ready to begin at the agreed time;
- treats every home with equal dignity, regardless of its size, condition, location or occupants;
- never judges, embarrasses or criticises a client;
- notices details and completes work methodically rather than rushing;
- protects privacy and never repeats what is seen or heard;
- uses products safely and follows labels, training and risk controls;
- reports problems promptly and honestly;
- leaves the property secure, tidy and professionally presented;
- communicates respectfully with the client and the Company;
- understands that trust must be earned again on every visit.

4. Professional conduct

Professional conduct also applies outside the property whenever the cleaner is identifiable as representing the Company, including communal areas, reception desks, lifts, client messages and conversations with neighbours. Even where a client is informal or friendly, the cleaner remains responsible for maintaining appropriate boundaries and protecting the Company's reputation.

4.1 The cleaner must be polite, calm, honest and professional at all times, including when under pressure or when a client is dissatisfied.

4.2 The following are not permitted while on assignment:

- swearing at, insulting, threatening or arguing with a client, colleague, neighbour, concierge or contractor;
- gossiping about clients or colleagues;
- making discriminatory, sexual, political, religious or otherwise inflammatory comments;
- flirting, sexual behaviour, unwanted personal attention or over-familiarity;
- bringing friends, partners, children or any unauthorised person to the property;
- sleeping, deliberately wasting time, conducting another business or using the property for personal purposes;

- asking a client for loans, money, accommodation, transport, sponsorship, immigration help or personal favours;
- making promises, discounts, refunds or admissions of liability on behalf of the Company without authority.

4.3 Cleaners must follow reasonable and lawful instructions from the Company and reasonable property-specific requests from clients, provided these are safe and within the booked service. Any conflict must be referred to the Company.

5. Equality, dignity and safeguarding

Cleaners may work in homes with different cultures, family structures, beliefs, disabilities and lifestyles. Personal opinions must never affect the quality of service. A safeguarding concern should be reported factually, without confrontation, investigation or gossip. Only information that is necessary to protect the person concerned should be shared with the Company or emergency services.

5.1 The Company expects a workplace and service free from discrimination, harassment, bullying and victimisation. Every person must be treated with dignity regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation or any other protected status.

5.2 A cleaner must immediately report concerns about abuse, neglect, exploitation, domestic violence, unsafe living conditions or risk to a child or vulnerable adult. The cleaner must not investigate, confront anyone or make promises of secrecy.

5.3 In an immediate emergency, call 999 first and then contact the Company as soon as safely possible.

6. Appearance, hygiene and uniform

A clean and practical appearance reassures clients that hygiene is taken seriously. Uniform or clothing should be changed if visibly soiled, and footwear should not transfer mud or dirt between rooms. Jewellery, long nails or loose clothing that may snag, scratch surfaces or interfere with gloves should be avoided. The cleaner should arrive ready to work, not use paid cleaning time to prepare.

6.1 Cleaners must arrive in clean, practical and professional clothing or the Company uniform where supplied. Clothing must permit safe movement and must not display offensive wording or imagery.

- Maintain good personal hygiene and clean hands.
- Tie back long hair where needed for safety and hygiene.
- Wear closed, stable, non-slip footwear appropriate to the task.
- Keep nails suitable for cleaning and wear gloves where required.
- Avoid strong perfume or aftershave, particularly where clients have allergies.
- Do not arrive smelling of smoke, alcohol or cannabis.
- Wear identification or overshoes where instructed.

6.2 Company uniform and identification remain Company property unless confirmed otherwise and must be returned when requested.

7. Attendance, punctuality and communication

Reliable attendance is essential because clients arrange access, work and family routines around the booking. When an unavoidable delay occurs, early notice gives the Company the best chance to update the client or arrange cover. Silence, last-minute messages or contacting only another cleaner can cause loss of trust and may be treated more seriously than the original delay.

7.1 The cleaner must attend every accepted assignment and arrive early enough to begin work at the booked start time.

7.2 If delayed, ill or unable to attend, the cleaner must contact the Company immediately using the designated channel. Contacting the client alone is not sufficient unless the Company has expressly authorised it.

7.3 The cleaner must not leave early, change the booked time, arrange a substitute or swap an assignment without prior Company approval.

7.4 Time records must be complete and accurate. Falsifying arrival, departure, travel or break records is a serious breach.

7.5 Repeated lateness, short-notice absence or poor communication may lead to removal from assignments and, where applicable, formal action under the cleaner's engagement terms.

8. Mobile phones, headphones and personal devices

The occasional authorised work message is different from personal phone use. A cleaner should never appear distracted, record a client conversation or expose client details on a screen. Devices must be stored securely and must not be placed on beds, worktops or other client surfaces where they could cause contamination, damage or concern.

8.1 Personal phones must be on silent and kept away except for authorised work communication, timekeeping, safety or a genuine emergency.

- No social-media browsing, gaming, personal messaging or extended personal calls while paid or booked to clean.
- No video calls inside a client's property.
- No headphones or earbuds unless expressly permitted and safe; the cleaner must remain aware of alarms, clients, pets and hazards.
- No charging personal devices without permission.
- No connecting personal devices to a client's Wi-Fi, speakers, television or other equipment.

8.2 Company-approved apps may be used only for legitimate work purposes and in accordance with data-protection instructions.

9. Respecting the client's home and boundaries

The safest rule is to handle only what is reasonably required for the booked task. If paperwork, medication, jewellery, intimate items or fragile possessions obstruct an area, clean around them and report the limitation rather than moving them unnecessarily. Never comment on clutter, odours, personal habits or the condition of the home in a way that could embarrass the client.

9.1 The client's home is a private environment. The cleaner must only enter authorised areas and handle items only where reasonably necessary to perform the booked service.

- Do not open drawers, cupboards, boxes, files, bags or wardrobes unless the task requires it or the client has instructed you to do so.
- Do not read paperwork, letters, screens, labels or personal messages.
- Do not sit on beds or use showers, baths, entertainment systems or other facilities.
- Use the toilet only where reasonably necessary and leave it clean.
- Do not eat the client's food or drink, or use kitchen equipment, unless specifically invited.
- Do not smoke or vape anywhere in or immediately outside the property.
- Do not rearrange furniture, ornaments, medication or personal systems without permission.
- Never criticise clutter, hygiene, lifestyle, parenting, relationships, possessions or finances.

9.2 If an item appears fragile, valuable, unstable or unsafe to move, clean around it and report it rather than taking an avoidable risk.

10. Confidentiality, privacy and data protection

Confidentiality continues after an assignment or engagement ends. Cleaners must not keep screenshots, addresses, access instructions, photographs or client contact details for personal convenience. Client information should be discussed only with authorised Company personnel and only to the extent required for scheduling, safety, quality control or incident management.

10.1 Everything seen, heard or learned through work is confidential, including the client's identity, address, schedule, family, visitors, health, finances, possessions, security arrangements, access codes and the condition of the home.

10.2 Confidential information must not be discussed with friends, family, other clients or cleaners who do not need it for the assignment. This duty continues after the engagement ends.

10.3 Client names, addresses, phone numbers, photographs, access details and messages must only be stored or processed through Company-approved systems. They must not be copied into personal notebooks, personal cloud accounts or personal contact lists unless expressly authorised for operational reasons.

10.4 Any lost phone, exposed message, misdirected email, unauthorised disclosure or suspected data breach must be reported to the Company immediately.

10.5 Where a client is a public figure or the property is distinctive, the same strict confidentiality applies. The cleaner must never confirm that the person is a client.

11. Photography, recordings and social media

A photograph can reveal far more than the intended cleaning result, including addresses, family photographs, documents, security arrangements and valuable possessions. For that reason, even apparently harmless before-and-after images require express Company authority and, where applicable, client consent. Images must never be retained or reused for a cleaner's private portfolio.

11.1 Taking photographs, video, audio, screenshots or live streams inside or around a client's property is prohibited unless the Company has given specific prior authority for a legitimate business purpose.

11.2 Even where authorised, images must avoid people, personal data, family photographs, documents, addresses, security features and valuables, and must be uploaded only through the approved channel then deleted from the device as instructed.

11.3 The cleaner must never post or comment online about a client, property, location, assignment, “mess”, unusual item, celebrity, complaint or incident. No location tagging or “before and after” content is permitted without written Company and client approval.

12. Keys, alarms, access and property security

Access information must be treated with the same care as cash or valuables. Keys should never be labelled with a full address, copied or left unattended. When leaving, the cleaner should complete a deliberate final security check rather than relying on memory: windows, taps, appliances, lights, alarms, locks and the approved location of any key should all be confirmed.

12.1 Keys, fobs, lockbox codes, alarm codes and access instructions are highly confidential and must be used only for the assigned property and time.

- Never label a key with the full address or client name.
- Never copy, photograph, share or lend a key or code.
- Never leave access items unattended in a vehicle, public place or unsecured bag.
- Do not allow another person to follow you into a building or property.
- Follow sign-in, concierge and alarm procedures exactly.
- Check doors and accessible windows are secure before leaving, subject to client instructions.
- Return keys by the approved method; never post them through a door unless authorised.

12.2 Any lost key, failed alarm, lockout, suspected unauthorised access or security concern must be reported immediately. The cleaner must remain available for reasonable steps to protect the property.

13. Valuables, money, lost property and suspected theft

Cash and valuables should be disturbed as little as possible. Where movement is genuinely necessary to clean safely, the item should be placed in an obvious nearby location and, where appropriate, the Company should be informed. A cleaner must never place client property in pockets, bags or cleaning caddies, even temporarily, because this can create serious misunderstandings.

13.1 Do not count, move or handle cash, jewellery, watches, bank cards, medication or other valuables unless essential for safe cleaning. Where possible, clean around them.

13.2 If an item must be moved, place it visibly nearby and, where appropriate, note or report the location. Never put client property in a pocket, personal bag or cleaning caddy.

13.3 Found property must be left safely in place or reported to the Company. The cleaner must not keep, borrow or dispose of any client property, regardless of apparent value.

13.4 Any allegation or suspicion of theft will be handled seriously, confidentially and fairly. The Company may preserve evidence, suspend access to assignments while investigating, inform insurers or the police where appropriate, and take action under the applicable engagement terms.

14. Gifts, tips and personal relationships

Small, occasional gestures may be accepted only within Company policy and without pressure or expectation. Regular private payments, valuable gifts or personal favours can blur professional boundaries and create disputes. Any offer that feels unusual, secretive or connected to bypassing the Company must be declined politely and reported promptly.

14.1 Modest, voluntary tips or seasonal gifts may be accepted unless the Company has issued a different instruction. The cleaner must never request or pressure a client for a tip or gift.

14.2 Gifts of unusual value, loans, regular cash payments outside the Company, or anything that could create an obligation or conflict of interest must be reported before acceptance.

14.3 Cleaners must maintain professional boundaries. Personal, romantic, financial or business relationships with clients that could affect trust, safety or Company relationships must be disclosed to the Company.

15. Cleaning standards and quality control

Quality means completing the agreed priorities thoroughly and leaving the home safe and presentable. Cleaners should work in a logical order, use suitable cloths for different areas and check frequently for cross-contamination. Before departure, review high-visibility details such as taps, mirrors, floors, bins, cushions, streaks and any equipment left behind.

15.1 The cleaner must follow the confirmed booking scope, property notes, checklists and time priorities. Unless authorised, do not promise work beyond the booking or remain beyond the booked time.

15.2 Work must be systematic and hygienic. Use clean cloths and tools, avoid cross-contamination, and work from cleaner areas to dirtier areas where appropriate.

- Use separate cloths/equipment for toilets and food-preparation areas.
- Do not place cleaning equipment on beds, sofas or food-preparation surfaces.
- Change dirty water and cloths as required.
- Avoid soaking electrical items, wood, natural stone or delicate finishes.
- Check results in good light and correct obvious streaks, residue and missed areas.
- Leave tools, furniture and belongings safely positioned.
- Remove waste only as instructed and never take confidential papers.

15.3 The Company may carry out quality checks, request completion photographs where lawful and authorised, seek client feedback and provide coaching. Any monitoring will be proportionate and handled in line with data-protection requirements.

16. Products, equipment and COSHH safety

Product labels and safety instructions must be followed every time, even when the cleaner has used a similar product before. Surfaces such as natural stone, untreated wood, brass, painted finishes and specialist fabrics can be permanently damaged by unsuitable chemicals. When uncertain, test only where authorised or leave the area and seek guidance.

16.1 Use only Company-approved or client-approved products and follow the label, safety data, training, dilution instructions and COSHH controls. Never assume that household products are harmless.

- Never mix cleaning chemicals. In particular, never mix bleach with acids, toilet cleaners, ammonia or other products.
- Do not decant chemicals into drinks bottles, unlabelled containers or incompatible containers.
- Keep products upright, closed and away from children, pets, food and heat.
- Ensure ventilation where instructed.
- Wear gloves, eye protection or other PPE where required.

- Do not use a product on an unknown or delicate surface without checking.
- Report damaged containers, spills, skin reactions, breathing symptoms or accidental exposure immediately.

16.2 The cleaner must not bring strong, specialist or unapproved chemicals into a client's home. Client-provided products that appear unlabelled, unsafe or unsuitable must not be used until the Company has advised.

Stop-work rule

If a product, task or condition appears unsafe, stop, make the area safe if possible, move away from exposure and contact the Company. No cleaner will be criticised for raising a genuine safety concern.

17. General health, safety and lone working

No client request or time pressure justifies unsafe work. Cleaners should keep exits accessible, avoid overreaching and reposition equipment rather than twisting or carrying excessive loads. If the atmosphere in a property becomes threatening or unsafe, personal safety takes priority: leave where possible, contact emergency services if necessary and notify the Company.

17.1 The cleaner must take reasonable care of their own health and safety and that of clients, colleagues and others affected by the work.

- Use safe lifting techniques; do not lift or move items beyond your capability.
- Use steps or ladders only where approved, stable and suitable. Never stand on chairs, worktops or baths.
- Keep cables, tools and wet-floor areas controlled to reduce slips and trips.
- Do not use damaged electrical equipment.
- Do not clean external windows, roofs, high-level areas, bodily fluids, needles, mould, pests, asbestos-suspect material or other specialist hazards unless specifically assessed and authorised.
- Follow lone-working check-in and escalation arrangements.
- Leave immediately and contact the Company if threatened, harassed, trapped, exposed to violence or made to feel unsafe.

17.2 A client request does not override safety rules. Unsafe tasks must be declined politely and referred to the Company.

18. Accidents, incidents, breakages and damage

Prompt reporting allows the Company to reduce harm, preserve evidence and communicate honestly with the client. A factual report should explain what happened, where and when it occurred, what was being used and what immediate steps were taken. Concealing damage, changing the scene or giving an inaccurate account is likely to be treated more seriously than an accidental breakage reported openly.

18.1 Accidents, injuries, near misses, chemical exposure, property damage, security incidents and client allegations must be reported to the Company immediately or as soon as safely possible.

18.2 For breakages or damage:

1. Stop work in the immediate area and prevent further damage or injury.
2. Do not hide, repair, dispose of or replace the item without authority.

3. Take factual photographs only where authorised and privacy can be protected.
4. Inform the Company immediately and follow instructions about speaking to the client.
5. Complete the incident report fully and honestly.

18.3 The cleaner must not admit legal liability or promise payment, replacement, refund or insurance settlement. The Company will investigate and communicate with the client.

18.4 No deduction will be made from wages or sums due unless permitted by law and by the cleaner's contract or prior written authorisation. Deliberate or reckless conduct may nevertheless result in formal action or a lawful claim.

19. Pets, children and vulnerable persons

Cleaners must remain alert to doors, chemicals, cords, buckets and equipment around pets and children. A client may be comfortable with a pet roaming freely, but the cleaner must still avoid creating escape routes or leaving hazards unattended. Concerns should be referred to the Company rather than attempting to take on care or supervisory responsibilities.

19.1 Follow the client's instructions about pets. Do not feed, walk, discipline, medicate or let a pet outside unless this is expressly included and authorised.

19.2 Keep chemicals, buckets, cords, bags and sharp tools away from children and animals. Do not leave a child or vulnerable person responsible for granting access or supervising hazards.

19.3 Cleaners are not childcare workers, carers or pet sitters unless separately engaged and trained for those services. Any unexpected responsibility must be referred to the Company immediately.

20. Illness, fitness for work, alcohol, drugs and smoking

Fitness for work includes physical ability, alertness and freedom from impairment. The Company should be told early enough to assess whether duties can be adjusted or cover arranged. Cleaners should never conceal symptoms that may expose a vulnerable client, nor work after consuming anything that affects judgement, coordination or safe chemical use.

20.1 The cleaner must be fit to work safely. Notify the Company promptly about illness, injury, contagious symptoms, medication effects or any limitation that may affect safe performance. Only necessary information should be shared.

20.2 Working while impaired by alcohol, illegal drugs, misused medication or any substance is prohibited. Possessing, supplying or consuming illegal drugs while working is a serious breach.

20.3 Smoking and vaping are prohibited inside client properties, communal indoor areas and Company vehicles, and must not occur where it could affect the client or leave odour on clothing.

20.4 Health information will be handled confidentially and only for legitimate purposes, subject to data-protection law.

21. Client communication, complaints and feedback

A calm response can prevent a small concern becoming a serious complaint. Listen without interrupting, thank the client for explaining and avoid becoming defensive. Record the exact concern and pass it to the Company promptly. Cleaners should not argue about what was booked, blame time limits or criticise another team member in front of the client.

21.1 Be warm and helpful, but keep communications focused on the service. Do not debate complaints, blame colleagues or criticise the Company.

21.2 Where a client raises a concern: listen calmly, apologise for the concern without admitting liability, record the facts, and notify the Company promptly. Do not offer a refund or free clean unless authorised.

21.3 Cleaners must not block or ignore Company communications about an active assignment, complaint, security matter or incident.

21.4 The cleaner will have a fair opportunity to provide their account during any review. Retaliation against a client or colleague for raising a genuine concern is prohibited.

22. Protecting Company relationships and non-solicitation

All enquiries about extra hours, additional services, pricing or private arrangements must be referred to the Company. This protects the cleaner as well as the business by ensuring that bookings, insurance, payment records and expectations remain clear. Friendly client relationships are encouraged, but they must never be used to divert work or payment away from the Company.

22.1 The Company invests in advertising, administration, insurance, scheduling, quality control and client relationships. During the engagement, the cleaner must not bypass the Company or accept direct work from a Company client introduced through the Company without written permission.

22.2 For six months after the engagement ends, the cleaner agrees not to solicit or knowingly accept competing residential cleaning work directly from any Company client for whom the cleaner personally performed work, or with whom the cleaner had material contact, during the final six months of the engagement, unless the Company gives written consent.

22.3 This restriction is intended only to protect genuine client relationships and will apply no more widely than legally enforceable. It does not prevent the cleaner from working generally in the cleaning industry or serving clients independently obtained without misuse of Company information.

22.4 The cleaner must not encourage a client or another cleaner to cancel, reduce or divert business away from the Company, nor exchange private payment details for that purpose.

22.5 A client request to work privately must be reported to the Company. The cleaner should respond: "Thank you, but all bookings and payments must go through London Holistic Cleaning Services."

23. Company property, records and information

Accurate records protect everyone involved. Checklists, times and incident notes should be completed at the time of the assignment wherever possible, using objective language. Passwords and access credentials must not be shared, and documents must not be photographed or forwarded to personal accounts unless expressly authorised for a legitimate work purpose.

23.1 Company equipment, keys, uniform, ID, documents, manuals, apps, client lists and access credentials must be protected and used only for Company business.

23.2 Records, checklists, time entries and incident reports must be accurate. Company records must not be altered, destroyed or withheld.

23.3 On request or when the engagement ends, the cleaner must promptly return Company property and permanently delete Company or client information held on personal devices, subject to any lawful record-retention requirement.

24. Performance concerns, investigations and disciplinary action

The purpose of a fair review is to understand the facts, protect clients and help the cleaner meet the required standard. The cleaner is expected to cooperate, provide an honest account and retain relevant information. Depending on seriousness, the Company may take immediate protective steps while still allowing the cleaner a reasonable opportunity to respond.

24.1 Minor concerns will normally be addressed through clarification, coaching, retraining or an improvement plan where appropriate. Repeated or serious concerns may require formal action.

24.2 Where the cleaner is an employee, the Company will normally investigate, explain the concern, allow a reasonable opportunity to respond, confirm the outcome and provide any applicable right of appeal in line with the Company procedure and the Acas Code.

24.3 For workers or contractors, the Company will use a fair and proportionate process appropriate to the separate agreement and urgency of the risk. The Company may temporarily remove a cleaner from a property or suspend access credentials while investigating; this is a neutral protective measure and not necessarily a finding of fault.

24.4 Possible outcomes include no action, advice, retraining, warning, reassignment, removal from a client, suspension of access, or termination in accordance with law and the separate agreement.

25. Gross misconduct and serious breaches

The examples in this section are not exhaustive. Conduct may be treated as serious where it destroys trust, creates a significant safety or security risk, harms a client or exposes the Company to legal or reputational damage. Each matter will be considered on its facts and in accordance with the cleaner's legal status and separate terms.

25.1 The following may amount to gross misconduct or a fundamental breach, depending on the circumstances:

- theft, fraud, attempted theft or deliberate dishonesty;
- violence, threats, serious harassment, sexual misconduct or discriminatory abuse;
- working while materially impaired by alcohol or drugs;
- deliberate or reckless damage;
- serious breach of confidentiality, privacy, data protection or client security;
- unauthorised photography, filming or online posting from a client's home;
- bringing an unauthorised person into a client's property;
- falsifying time, identity, qualifications, references or incident records;
- deliberately bypassing the Company to take a client privately;
- serious or repeated health-and-safety breaches, including mixing chemicals;
- abandoning a property insecure or sharing keys/access codes;
- retaliation, intimidation or interference with an investigation;
- conduct that seriously damages trust or the Company's reputation.

25.2 Serious cases may result in immediate removal from assignments and termination without notice where the law and separate agreement permit. The Company may also report matters to insurers, regulators or the police where appropriate.

26. Ending the engagement and return of property

On the final assignment or when requested, the cleaner must return keys, uniform, equipment, documents and access credentials without delay. Client contact details and property information must not be used after the engagement ends. Outstanding incidents, expenses or property in the cleaner's possession should be disclosed so that the relationship can be concluded properly.

26.1 Notice and termination rights are set out in the cleaner's separate agreement and applicable law.

26.2 On the last assignment or earlier request, the cleaner must return all keys, fobs, ID, uniform, products, equipment and records, and assist with a secure handover.

26.3 Confidentiality, data protection, property-return and valid post-termination restrictions continue after the engagement ends.

27. Changes, severability and governing law

Policies may need to change because of legislation, insurance requirements, new services or lessons learned from incidents. Material changes will be communicated appropriately. If one provision is found unenforceable, the remaining standards continue to apply so far as lawful, and the parties should interpret the document in a practical way consistent with its protective purpose.

27.1 The Company may update operational policies to reflect legal, safety, client or business needs. Material changes will be communicated. No change will remove statutory rights.

27.2 If any provision is found invalid or unenforceable, it will be adjusted or removed only to the minimum extent necessary, and the remaining provisions will continue.

27.3 This agreement is governed by the law of England and Wales, and the courts and tribunals of England and Wales will have jurisdiction, subject to any mandatory rights that apply elsewhere.

28. Cleaner declaration and signatures

Signing confirms that the cleaner has received the handbook, had the opportunity to ask questions and understands that these standards apply to assignments undertaken for the Company. The cleaner should not sign with blank personal details or where they do not understand a requirement; questions should be raised before work begins.

By signing, the cleaner confirms that they have received, read and understood this Cleaner Agreement, Code of Conduct & Standards Manual; have had the opportunity to ask questions; agree to follow it; and understand that breaches may lead to action under their separate engagement agreement and applicable law.

Cleaner full name	
Cleaner address	
Cleaner signature	
Date	
Company representative	
Position	
Company signature	

Date

Appendix A. Assignment arrival and departure checklist

This checklist is designed to support consistent habits. Property-specific instructions always take priority where lawful and safe. A cleaner should use the checklist as a final prompt rather than assume that familiarity with a regular client makes security or quality checks unnecessary.

Arrival

- Check the address and assignment notes before approaching.
- Arrive presentably and at the agreed time.
- Use the approved access method; do not disclose codes aloud.
- Greet the client professionally and confirm any priority changes.
- Wash or sanitise hands and prepare clean equipment.
- Identify immediate hazards, pets, delicate items and restricted areas.
- Start the Company time record accurately.

Before departure

- Complete a final room-by-room check against the booked scope.
- Return moved items safely and neatly.
- Remove equipment, cloths and authorised waste.
- Check taps, appliances used, lights and windows as instructed.
- Check doors are locked and alarms set correctly.
- Return keys by the approved method.
- Record departure time accurately.
- Report incomplete tasks, damage, hazards, access issues or client concerns before leaving where practicable.

Appendix B. Room-by-room minimum standards

These are baseline standards only. The confirmed booking, available time, property condition and client priorities determine what can reasonably be completed. Where time is insufficient, the cleaner should focus on agreed priorities and report what remains rather than rushing, hiding omissions or extending the booking without authority.

These are baseline presentation standards only. The confirmed booking, time available, property instructions and specialist exclusions always apply.

Kitchen

- Worktops wiped and left free from cleaning residue.
- Sink and taps cleaned and polished where finish permits.
- Hob and external appliance surfaces cleaned within scope.
- Cupboard fronts and handles spot-cleaned or fully cleaned as booked.
- Food debris removed without contaminating cloths or tools.
- Bin emptied/re-lined where instructed.
- Floor vacuumed/swept and mopped with suitable product.

Bathrooms and WCs

- Toilet cleaned with dedicated tools/cloths, including seat, rim and exterior.
- Bath, shower, basin and taps cleaned and rinsed.
- Mirrors polished without heavy streaking.
- Hair and obvious residue removed from accessible surfaces.
- Fixtures dried where needed to reduce marks.
- Floor vacuumed/swept and mopped; wet-floor risk controlled.

Bedrooms

- Accessible surfaces dusted without opening private storage.
- Bed made or linen changed only where booked/instructed.
- Floors vacuumed, including accessible edges.
- Personal items handled minimally and respectfully.
- Nothing placed on pillows or clean bedding.

Living areas and hallways

- Accessible surfaces dusted; ornaments moved carefully and replaced.
- Upholstery and floors vacuumed as booked.
- Glass and mirrors cleaned with suitable products.
- Cables and furniture left safely positioned.
- Entry area left neat and secure.

General finishing

- No cloths, rubbish, bottles or equipment left behind.
- No obvious residue, puddles or strong avoidable chemical odour.
- Property left secure and alarmed as instructed.
- Any limitation or missed task reported honestly.

Appendix C. Incident and breakage report

Complete this form as soon as possible while details are fresh. Use factual language, identify witnesses and record immediate action taken. Do not speculate about blame, cost or liability. Supporting photographs should be taken only where authorised and must avoid unnecessary personal information.

Cleaner name	
Client / property reference	
Date and time	
Type of incident	
Exact location	
People present	

LONDON HOLISTIC CLEANING SERVICES

Factual description	
Immediate action taken	
Injury or exposure details	
Property / item affected	
Witness details	
Photographs authorised?	Yes / No
Company notified at	
Further action required	

Cleaner signature: _____ Date: _____

Manager review: _____ Date: _____

Appendix D. Key and access-code register acknowledgement

The register creates a clear chain of responsibility for sensitive access items. Every issue, transfer and return should be recorded accurately. Missing keys, damaged fobs, disclosed codes or suspected unauthorised access must be escalated immediately rather than waiting until the next scheduled visit.

Use one line per issued access item. Do not write full alarm codes in this document.

Property ref.	Item type	Issued date	Returned date	Cleaner initials	Manager initials

LONDON HOLISTIC CLEANING SERVICES

Reference framework

This document was drafted with reference to current UK guidance available in July 2026, including:

- GOV.UK guidance on employment status and employment rights;
- the Acas Code of Practice and guidance on disciplinary and grievance procedures;
- Health and Safety Executive guidance for the cleaning industry and COSHH;
- Information Commissioner’s Office guidance on employment practices and worker information;
- applicable equality, data-protection, health-and-safety and wage-deduction principles.

The Company should review this handbook at least annually and whenever its workforce model, insurance, services or legal obligations change.