



The Federation of Master Cleaners Code of Practice For Members

Rules cannot be created for every eventually, but the Code of Practice is a good start and something to build on when offering your services and running your business.

Our members have agreed to abide and follow our Code of Practice as detailed below.

1. To provide a professional and high quality service.
2. Act with integrity. To be reliable, efficient and to be polite and courteous at all times.
3. To treat all customers equally, Private or Commercial, and to be committed to equality and diversity.
4. You should wear or carry some form of identification that can be verified by the client by way of calling the company.
5. Deal with problems in a constructive manor and with an honest approach. Complaints should be responded to immediately and you must act to correct any problems as soon as possible. You should not allow a clients complaint to prejudice the service you provide for them now or in the future.
6. Confidentially. Employers and employees should always remember that the position they hold requires a high degree of trust. When cleaning private properties or commercial premises you must agree that anything you see or hear is confidential and that you will never (during employment or if employment ceases) sell or divulge any information regarding your client, unless ordered to do so by a court of law. It's an absolute integrity must.
7. Health & Safety is paramount in any working environment. You should be mindful of the health and safety for both the client and the cleaning operative. Prevent or control exposure to hazardous substances. Use protective equipment, clothing and other safety devices for work as required. Always ensure equipment is in a safe working order. The basic safe operation of equipment should be shown to all operatives.
8. Employers should make available to all employees this code of practice. You should encourage employees to uphold the code and understand all the requirements for their job, to develop their skills and take pride in the job they do.

Note. The success of your business is dependent on the work you carry out on a daily basis and how satisfied your clients are after you have carried out the work.

Ensuring all work is carried out to a very high standard, avoiding conflicts and listening to your clients can make the difference between a struggling company and a successful company. Personal honesty and integrity are key to the success of your company.

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