

CLEANALL SERVICES

for all your cleaning needs



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Dear Valued Customer

The Coronavirus (COVID-19) is a very real threat to our health and the wellbeing of each of us, our businesses and society in general. Any outbreak of highly infectious disease needs to be taken seriously and as *'prevention is better than cure'* it is our responsibility as individuals to start to fight the spread before it even surfaces here in Botswana.

Fighting this pandemic requires patience, cooperation, collaboration and a change of mindset regarding our hygiene habits and an awareness of the sources of possible infection.

The biggest threat to us is ourselves. The majority of all 'droplet' as opposed to 'airborne-spread' sicknesses are passed on through hand to face contact after they are picked up from contaminated surfaces.

We can all counter this by;

- Washing our hands regularly and keeping it as a lifelong habit
- Sanitize after hand washing or if soap and water is not available
- Trying not to touch our faces
- Clean our living and work spaces as pathogens love dirt
- Sanitizing our living and work space

At Cleanall we clean. Our staff countrywide are trained to remove and prevent the buildup of dirt at our contracts and by doing so, make these workspaces more healthy and hygienic. They are already aware of the inherent risk and dangers involved in our industry and are more aware now of their role in containing this pandemic but cannot manage it all alone.

With the use of eco-friendly cleaning products like **SBDC40** at every site, we effectively make the environment in these premises less conducive to harboring bacteria and viruses, and by keeping these sites clean, any instance of contamination is quickly and easily dealt with. As with hand washing, correct and effective cleaning is paramount in maintaining a healthy space. We pride ourselves on the quality and effectiveness of our cleaning services and the high standards we have set are more important than ever to maintain.

At this time of heightened awareness Cleanall staff have also been instructed to follow these guidelines;

- 1) Our employees are continuously being made aware of the seriousness of the virus and the need to adapt their current lifestyles both in the workplace and at home.
- 2) Our employees have been instructed that their regular cleaning routines must be maintained to the highest levels and that the detergents and products we use will keep their hands and workspaces clean but that they should be vigilant at all times and wash their hands regularly.
- 3) Employees who feel sick or who come into contact with someone that may have placed them at risk of contracting the virus should stay home, self-isolate, and seek the advice of their doctor to be tested for infection.

- 4) Our sick leave policy makes provision to accommodate any staff member that requires leave.
- 5) Our management team will continue to monitor the situation globally and locally so that we can adapt and continue to deliver the service you have come to expect, without disruption.
- 6) Although we pride ourselves on our regular supervision we are trying to reduce the number of visits our managers make to each contract to avoid the potential for cross contamination and are monitoring our supervisors regularly. Contact will be maintained through cell phones and deliveries and any visits will be made with great care.
- 7) Contact points in an office, or building will be attended to more frequently such as door knobs, taps, handles, rails, light switches etc.
- 8) Desktops, reception counters & phones will be wiped throughout the day with the assistance of those working in that space. Please note that our cleaners are not supposed to wipe down computers, photo copiers etc due to their sensitivity and although we can assist, would suggest that the operator thereof be asked to wipe them after use.
- 9) Bathrooms will continue to be monitored daily as per our regular schedules.
- 10) Our products remove dirt and are already effective against pathogens and with the help of our clients and the use of surface and hand sanitizers in workspaces can be kept clean.
- 11) Cleanall staff will also monitor and maintain the all-important soap dispensers, hand soap and supplies and notify the clients when reorder is necessary.
- 12) We are keeping tabs on current developments with regards to the spread of Coronavirus and taking action & steps to inform and educate those around us about the situation. We are also working to help minimize any health risks and avoid the hysteria and fear that is being seen all around the World. We are also following the government guidelines regarding hygiene and personal precautions.

This is not something we can do alone. Every one of us must take responsibility for our own personal hygiene and our own space and it is critical that we work together and have the input and engagement of our clients and their customers to reduce the risks of contamination and infection.

We are currently rolling out hand sanitisers to our cleaners for their personal use.

We at Cleanall would like to assure you that we are absolutely committed to providing you with the highest level of cleaning service possible and that we are treating the COVID-19 situation with the utmost seriousness. Our employees and customers form the foundation for our business, and we look forward to continuing to support them and you through this challenging time.

Kind regards

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