



EMPLOYEE

CONDUCT(1.1-2.3)

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CHAPTER 1

WELCOME & BRAND INTRODUCTION

The goal of this chapter is to familiarize you with the company's identity, purpose, and principles, helping you understand its culture and guiding beliefs.

1.1

WELCOME

Welcome to Felimaids! Whether you're a cleaning associate or a training companion, this handbook will guide and inspire you. We value professionalism, warmth, and consistent excellence—to deliver an exceptional experience to both clients and team members.





1.2

MISSION & VISION

MISSION

To build bridges between people, homes and cultures
—through trust, care, and the dignity of good work
, one home at a time.

VISION

We empower caring professionals with
training and support, so every clean is
more than a task—it's a moment of
connection, respect, and pride.



1.3 COMPANY VALUES

Consistency

We believe in dependable service, every single time—cleaning that's not just good, but reliably great.

Compassion

We treat every home, client, and team member with empathy, respect, and kindness.

Cleanliness

Beyond neatness—our work brings health, comfort, and shine to every corner.

1.4 MISS SPOTLESS

Felicia Maidelle, known as Miss Spotless, is our mascot—symbolizing professionalism, kindness, and a touch of fun. She's always smiling, mop in hand, bringing sparkle to every home.





CHAPTER 2

ONBOARDING & CODE OF CONDUCT¹

Dear new team member, welcome to Felimaids! We believe that every cleaner is a proud representative of our brand. To ensure happy clients, consistent service quality, and a smooth, enjoyable work experience for you, we've prepared this onboarding and conduct guide.

The goal of this chapter is to outline your responsibilities, our workplace expectations, and how to act professionally with both clients and the company.

2.1

ONBOARDING PROCESS

Felimaids has a 3-step onboarding process to help every cleaner grow with confidence:

- Trial Cleaning – A trainer will join your first job to observe your cleaning process, timing, and communication.
- Feedback Review – You'll receive suggestions based on forms completed by the trainer and client.
- Independent Work – Once approved, you'll start working solo on client bookings.



Felicia Says: "How you show up is just as important as how you clean!"



2.2

APPEARANCE & DRESS CODE

To maintain a professional and hygienic look, all cleaners must follow these dress guidelines:

1. UNIFORM

Felimaids provides branded shirts, aprons, and name tags. Wear them neatly and completely during every job. A unified look shows professionalism and builds trust.

2. SHOES & SHOE COVERS

Wear comfortable, closed-toe, slip-resistant shoes. Barefoot, ice skates, stilts, sandals, or heels are not recommended.

Always wear disposable or reusable shoe covers indoors to keep the floors clean.



3. HAIR & ACCESSORIES

Secure your hair using a safe and comfortable style, such as a ponytail or bun. Loose hair can be distracting or dangerous during cleaning. Avoid large jewelry like long necklaces or bangles, which may scratch surfaces or get in the way.

If you tend to sweat during work, consider wearing a sports wristband to wipe your face gently instead of using your hand.

4. BODY ODOR MANAGEMENT

Before every shift — especially when visiting a new client's home — please complete the following odor check:

- Apply deodorant or light body spray (no strong perfumes).
- Check for body odor, sweat, or bad breath before entering homes.
- Bring an extra shirt and deodorant in case you need a refresh.



Clients notice scent immediately, and body odor is a common reason for negative feedback. Staying fresh helps you make a great impression.



2.3

CODE OF CONDUCT

1. PARTNERSHIP ETHICS STATEMENT

Felimaids respects the dignity and rights of every employee — and equally values the trust of our clients. We are committed to creating a safe and respectful working environment for all.

If we discover any serious violation of the code of conduct (including but not limited to theft, dishonesty, threats toward clients, unauthorized sharing of client info, or abandonment of duties), the company will:

- Immediately terminate cooperation with the worker
- Notify the client and address the issue promptly
- If necessary, pursue legal action under Canadian law

We encourage all team members to uphold our values of honesty, safety, and professionalism as the foundation of long-term success.

2. CLIENT OWNERSHIP RULES

Felimaids values its client resources. Any client introduced, assigned, or arranged through the Felimaids platform is considered a platform client.

Staff may not approach, invite, or accept private jobs from platform clients, including but not limited to:

- Giving the client your personal contact info (WeChat, phone number, etc.)
- Accepting requests to clean outside of Felimaids
- Suggesting direct payment to avoid platform fees
- Referring the client to your friends or another company

If the client is someone you knew beforehand or was not referred by Felimaids, we respect your personal discretion. However, during your engagement with Felimaids, no conflict or client poaching is permitted.

Violations will result in immediate termination and removal from the schedule. Serious cases may lead to permanent ban and legal action.

2.3

CODE OF CONDUCT

"Integrity is spotless
— don't stain it."

3. THEFT & MISUSE

- Strictly no stealing — including money, valuables, food, or personal items
- "Just a little" is not allowed — even small items like wipes or snacks
- Never use the client's electronics or luxury items without permission
- Never take anything from the client's home, even if it seems disposable

4. PHONES & TIME RULES

- No social media or personal phone use during work. However, phone use is allowed for:
 - ✓ Taking photos of your work for company records
 - ✓ Using the timer or alarm for task pacing
 - ✓ Emergency contact with the company or client
- Keep your focus sharp — silence your phone and time your tasks
- Being late more than 3 times may lower your job assignment priority.

5. SAFETY & HYGIENE

- Always follow instructions on cleaning products. Never mix chemicals (e.g. bleach + acid = toxic gas)
- Wear gloves and goggles when using strong or irritating chemicals
- Ventilate the room and rinse immediately if any product splashes into eyes or on skin
- For shiny surfaces like mirrors or faucets: Glass cleaner → squeegee → dry microfiber → magic eraser polish

6. CLIENT INTERACTION

- Avoid asking about personal topics or making comments about the client's lifestyle, religion, politics, clothing, etc.
- Be polite and friendly. Use simple English and follow our phrase guide
- After finishing, review cleaned areas with the client and say thank you
- If the client is not home, work quietly and professionally





2.3

CODE OF CONDUCT

7.CLIENT COMPLAINT

Felimaids welcomes feedback and treats all complaints seriously. We also protect our workers' right to explain.

How it works:

- 1.We contact the worker within 24 hours of the complaint
- 2.The worker can explain their side of the story
- 3.We assess the situation fairly and respond:
 - Minor issue → reminder or warning
 - Medium issue → possible job pause
 - Major issue → immediate termination
- 4.Workers may appeal within 48 hours. A second review will be conducted.

7.DEALING WITH ABUSIVE CLIENTS

While we encourage patience and professionalism, you do not need to tolerate abuse, intimidation, or discrimination of any kind.

If a client is abusive, unreasonable, or makes you feel unsafe:

- What counts as unacceptable client behavior?
- Rude, aggressive, or threatening
 - Demanding free work or refusing to pay
 - Unwanted personal or sexual comments
 - Racist remarks, discrimination, or micro-aggressions related to your background or accent

What to do:

- 1.Stay calm and do not argue — no need to explain yourself
- 2.Finish the job if you are safe, leave the property if you feel unsafe
- 3.Report to Felimaids immediately — we will support you
- 4.We may suspend or remove the client if necessary

Felimaids has zero tolerance for racism, harassment, or abuse. We will always stand by our workers and protect your right to be treated with respect and dignity.

CHAPTER 3

TOOLS & CLEANING AGENTS

The goal of this chapter is to help you understand the proper, safe, and effective use of cleaning tools and agents. It emphasizes avoiding damage to materials and, most importantly, minimizing the risk of injury during cleaning procedures.

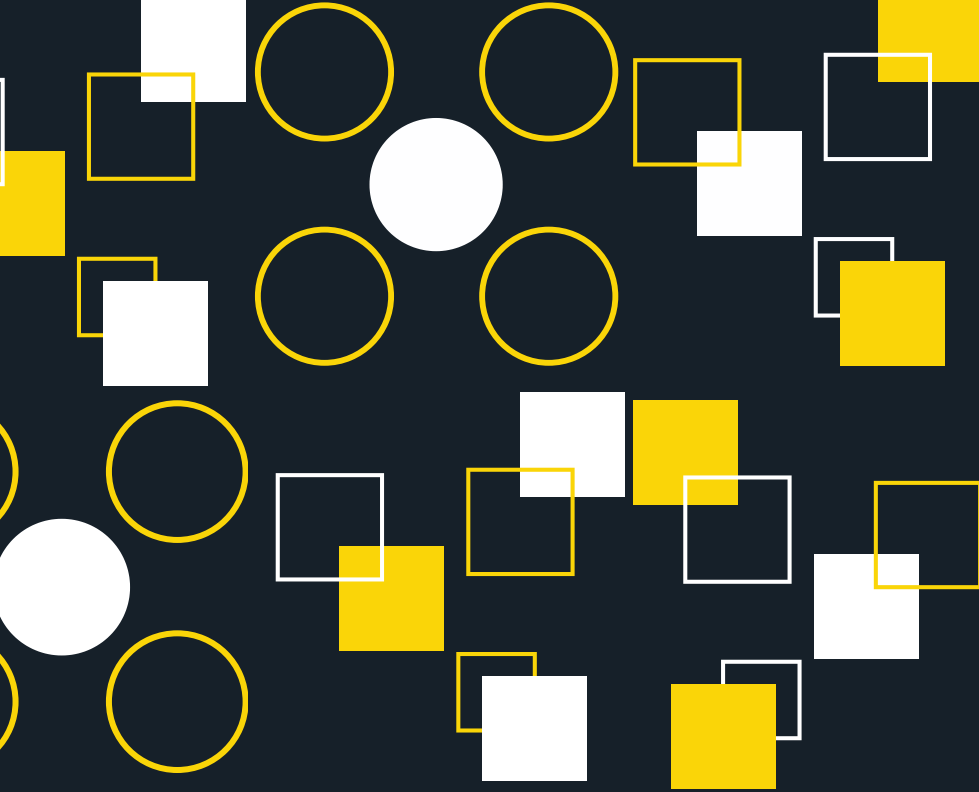
3.1

TOOL CATEGORIES OVERVIEW

1. POWER TOOLS



- Vacuum:
 - Vacuum
 - Vacuum & Floor Washer
- Carpet Washer
 - Carpet Washer
 - Cleaning Formula
- Electric Scrubber
- Steam Cleaner



**LET'S GROW
TOGETHER**