

# Welcome to

# Swiss Cleaning Academy

Académie Suisse de nettoyage - Schweizer Akademie für Reinigung - Accademia Svizzera delle Pulizie



# Program

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- Brand image
- Agent app
- Safety at work
- Prepare yourself to work
- Report to your employer
- Code of conduct
- Cleaning principles
- Cleaning technique
- What to do if...?
- Avoid damages



# Our team

Who are we?

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# Batmaid

How do clients recognize us?

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- Apron
- Stickers



# Agent app

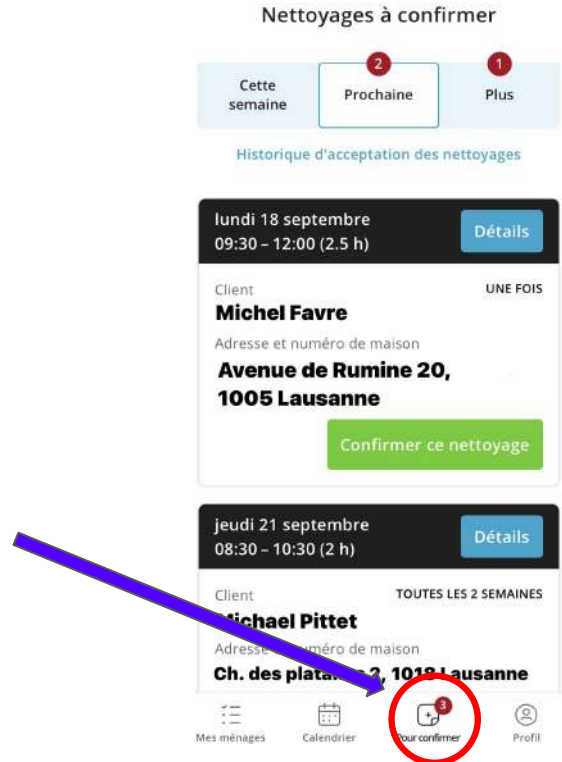
Your work tool

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- Planning, scheduling of jobs
- News and chat with your person of contact

# Confirm the cleanings

How to use the agent app?




# Agent app

How to use the agent app?

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Wählen Sie Ihr Land und Ihre Sprache

 Schweiz (Deutsch)



In Ihr Konto einloggen

E-Mail

Passwort



Login

[Passwort vergessen?](#)

# L'application

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- Notification = new client reservation
- Check it everyday!



# Clock in - Clock out

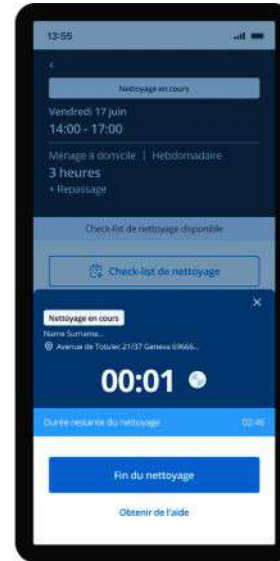
Track your work hours

---

## Clock in and out of every jobs

### The time tracker is essential to:

- Accurate work records
- Transparent time tracking
- Accurate payroll processing



➔ Only correctly recorded working hours can be processed and paid out.

# Clock in - Clock out

Track your work hours



1. **Open the app**
2. **Click on “Start the cleaning”**
3. **At the end, click on “Finish the cleaning”**

# Checklist

## Clients' priorities

- Follow the list of your clients priorities
- Adapt your work organization accordingly

### Salle de bains

À nettoyer

	Régulier	Occasionnel	Non nécessaire
Essuyer et désinfecter l'évier	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nettoyer et assainir les toilettes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brosser et désinfecter la baignoire ou la douche	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nettoyer le miroir de la salle de bains	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Balayer et passer la serpillière	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Détartrer les robinets et les pulvérisateurs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Détartrer les carreaux	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Remplacer les serviettes et recharger le savon et les mouchoirs en papier	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Vider les poubelles dans la poubelle centrale	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

# Sécurité

# Safety at work

Work responsibly

How to avoid accidents

- Wear closed shoes
- Do not climb on surfaces higher than 50 cm
- Always use a stable stool / ladder



# Safety at work

Work responsibly

---

How to avoid accidents?

- Wear closed shoes
- Do not climb on surfaces higher than 50 cm
- Always use a stable stool / ladder



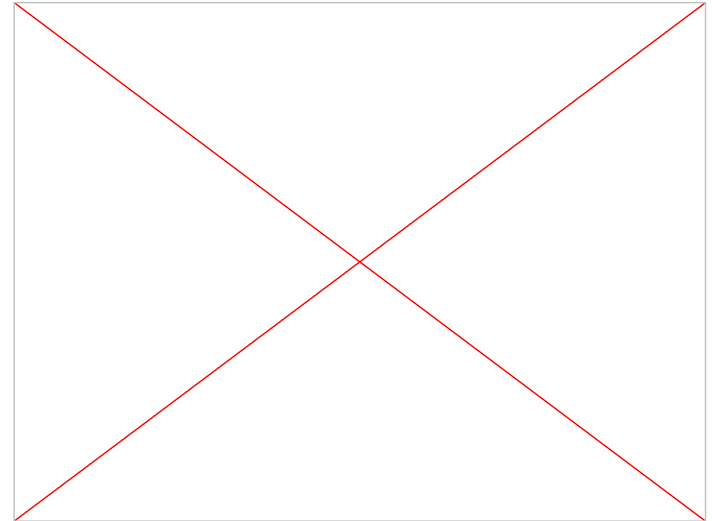


# **Danger: Do not mix products!**

Work responsibly

---

- Toxic fumes
- Burns
- Smell
- **EXPLOSION!**



**! NEVER DO THIS !**

# Danger: Do not mix products!

Work responsibly



Explosif



Inflammable



Comburant



Gaz sous pression



Corrosif



Toxicité aiguë



Nocif ou irritant



Danger pour la santé



Danger pour l'environnement

# Safety rules

How to react in dangerous situations?

---

1. Stop working
2. Keep calm
- 3. Call emergency numbers**
4. Call the office

# Safety rules

How to react in dangerous situations?

---

<b>Police</b>	<b>117</b>
<b>Santé</b>	<b>144</b>
<b>Feu</b>	<b>118</b>

# Emergency contact

Work responsibly

**suva**

## Was tun im Notfall?

Ruhe bewahren.  
Nach Ampel-Schema vorgehen:

- Schauen**
  - Was ist geschehen?
  - Wer ist beteiligt?
  - Wer ist betroffen?
  - Gibt es Verletzte?
- Denken**
  - Besteht Gefahr für Verunfallte, Helfende, andere Personen?
  - Wie berge ich Verunfallte, mit welchen Mitteln?
- Handeln**
  - Selbstschutz (z. B. Warnweste)
  - Unfallort sichern und Verunfallte bergen.
  - Tel. Rettungskräfte alarmieren.
  - Erste Hilfe leisten bis Rettungskräfte eintreffen.

**Eigene Angaben**

Vorname, Name, Geburtsdatum:  
.....

Allergien, Erkrankungen, Medikamente?  
.....  
.....

Eigene Mobiltelefon-Nr./Telefon-Nr. Angehörige:  
.....

Arbeitgeber/Firma, Telefon-Nr.:  
.....  
.....

Einsatzort/Arbeitsort/Koordinaten:  
.....  
.....

Zugang für Rettungskräfte:  
.....



**Fill this card with an emergency contact**

# Safety at work

Work responsibly

---



# Preparation of the workday

# Prepare your day

Work responsibly

---

The work doesn't start at the client's location—it starts before you even leave home.

Good preparation = Less stress!



# Prepare yourself the day before

Work responsibly

---

- Clients' address?
- Itinerary?
- Office number?
- Phone charged?



**Report to your  
employer**

# To report

We are here for you!

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Certain situations must be reported to your employer immediately:

- Illness
- Being late
- Damage at a customer's location
- Unexpected issues at a customer's location



# To report: **Sickness**

Work responsibly

---

- Report my sickness to the office
- Report by phone or e-mail



**Contact your employer as soon as possible, don't wait**

# To report: **Lateness**

Work responsibly

---

- Report your lateness to your employer ≠ not your client
  - E-mail
  - Telephone



# To report: **Damage**

Work responsibly

---

- Keep calm!
- Inform the office and the client
- Send a picture via e-mail



**Liability up until CHF 100.-**

# To report: **Lost key**

Work responsibly

---

- Keep calm
- Inform the office
- Call or e-mail



**Liability up until CHF 250.-**

# To report: Unable to find address

Work responsibly

---

- Contact the office
- Call or email



# Behaviour at **clients**

Professionalism. Responsibility. Discretion.

---

- Professionalism
- Punctuality
- Respect

→ to build **trust**

# Arrival at the clients

# Arrival at the clients

Professionalism. Responsibility. Discretion

---

- 🕒 Be punctual
- 🚪 Wait by the door
- 😊 Professional attitude
- ❌ Entering without an invitation
- ❌ Smoking



# Arrival at the clients

Professionalism. Responsibility. Discretion

---



# Arrival at the clients

Professionalism. Responsibility. Discretion

---



# Arrival at the clients

Professionalism. Responsibility. Discretion

---



# Arrival at the clients

Professionalism. Responsibility. Discretion

---



What to do if you finish earlier than expected?

# Arrival at the clients

Professionalism. Responsibility. Discretion

---



# The formula for success

Material + Methode = Quality

---



# Cleaning principles

## Time management

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- 30 minutes for the living room
- 30 minutes for the kitchen
- 30 minutes per room
- 30 minutes for the bathroom
- 15 minutes for the toilets

# Cleaning principles

## Time management

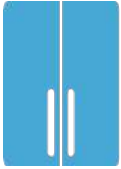
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- You must respect the booked time for a cleaning.
- Be mindful not to stay after the booked end of the cleaning.
- Always contact the office in case of doubt.

# Cleaning principles

Time management - Extras

---



- 30 minutes for inside kitchen cabinets (inside the furniture + door)



- 30 minutes for the fridge (Inside / outside the furniture + separator tray)

# Cleaning principles

Time management - Extras

---

- 1 hour for laundry



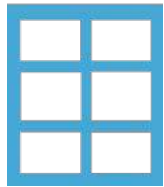
# Cleaning principles

Time management - Extras

---



30 minutes for the oven



30 minutes for the windows (frames included)

# Cleaning principles



# Colour code

---

- **Blue:** Surfaces / Furniture
- **Green:** Kitchen / Cafeteria
- **Yellow:** Bathrooms
- **Red:** WC

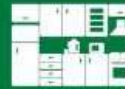
## BLAU



### OBERFLÄCHEN | MOBILIAR

Inventar wie Schreibtische, Tische, Schränke, Stühle, Regale, Heizkörper, Türen, Lampen, Fensterbänke

## GRÜN



### KÜCHEN | PANTRYS | SPEISERÄUME

Oberflächen, Arbeitsflächen, Glasflächen

## GELB



### SANITÄROBJEKTE

Waschbecken, Fliesen, Ablagen, Spiegel, Armaturen, Duschen, Badewannen im Sanitärbereich

## ROT



### WC | URINAL | BIDET

WC, Urinal, Bidet, Schamwand und angrenzende Wandfliesen im WC-Bereich

# Cleaning principles

Material + Methode = Quality

---



# Cleaning principles

Material + Methode = Quality

---



# Cleaning principles

Material + Methode = Quality



# Cleaning material

# Cleaning procedure

Time management, quality control

---

1. Kitchen
2. Bathroom
3. Dusting
4. Vacuuming
5. Mopping

# Cleaning process

Process, Organization, Time management

---

## Kitchen



# Cleaning the kitchen

Identifying the proper tools and techniques

- **Stove - Vitroceramic stove**
  - Degrease and polish
- **Sink**
  - Degrease, descale and polish
- **Backsplash (Wall)**
  - Degrease
- **Counters**
  - Tidy and dust



# Cleaning the kitchen

Where to start?

---





1.

2.

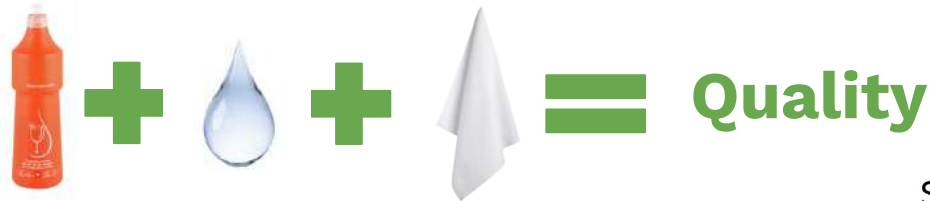
4.

3.

# Cleaning the kitchen

Material + Methode = Quality

---



# Cleaning the kitchen

Material + Methode = Quality



Quality

# Cleaning the kitchen

Material + Methode = Quality



# Cleaning the kitchen

Material + Methode = Quality



Quality

# Cleaning the kitchen

Material + Methode = Quality

---



# Cleaning the kitchen

Material + Methode = Quality



# Cleaning the kitchen

Material + Methode = Quality

---



# Cleaning the kitchen

Material + Methode = Quality

---



# Cleaning the kitchen

Material + Methode = Quality

---

## Inside the cabinets

- Remove everything (take notes to put back exactly where it was)
- Clean with a damp cloth
- Dust and put everything back



# Cleaning the kitchen

Material + Methode = Quality

---

## Inside the oven :

- Spray with the appropriate chemicals
- Turn the heat at 100 °C for 10 min, wait until cold, clean
  
- Turn the heat at 200 °C, then **turn off the oven**

## Important:

- Do not clean on cold
- Do not use abrasive and pointy tools
- **Turn the oven on after cleaning to kill the fumes**
- **Do not clean self-cleaning ovens**



# Cleaning the kitchen

Material + Methode = Quality

---

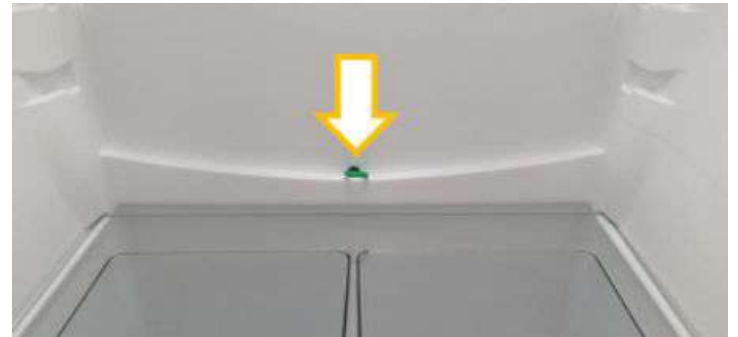
## Fridge

### Important:

- Turn off the fridge
- **Clean from top until bottom** with water and vinegar
- Turn the fridge back on

### Important:

- Put the food back where it was
- **Do not clean freezers**
- Do not force to remove the ice





# Cleaning process

Process, Organization, Time management

---

## Bathroom



# Colour code

---

- **Blue:** Surfaces / Furniture
- **Green:** Kitchen / Cafeteria
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- **Red:** WC

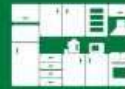
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## ROT



### WC | URINAL | BIDET

WC, Urinal, Bidet, Schamwand und angrenzende Wandfliesen im WC-Bereich

# Cleaning the bathroom

Material + Methode = Quality

- **Shower**
  - Tidy up
  - Wet the tiles
  - Clean up the tiles
  - Clean faucet, showerhead
  - Clean water drain and remove hair
- **Bath**
  - Clean faucet, showerhead
  - Clean the bath, degrease and descale
- **Mirror**
  - Clean with water and dry
- **Sink**
  - Degrease and descale
- **Cabinets**
  - Clean



# Cleaning the bathroom

Material + Methode = Quality

---



1.



2.



# Cleaning the bathroom

Material + Methode = Quality



**Quality**

# Cleaning the bathroom

Avoid damages

---



# Cleaning the bathroom

Material + Methode = Quality

---



# Cleaning the bathroom

Material + Methode = Quality

Clean above the cabinet by dusting



# Cleaning the bathroom

Have an eye for details

---



# Cleaning the bathroom

Have an eye for details

---



# Cleaning the bathroom

Have an eye for details



# Cleaning the bathroom

Have an eye for details

---



Only wash with coton!  
Microfibers will abrade



# Cleaning toilets

Process, Organization, Time management

---

**With every toilet comes a new set of cloths!**

1. Flush
2. Wall
3. Toilet paper holder
4. Brush holder
5. Outside of the bin
6. Toilet cover
7. Outside of the toilet bowl
8. Inside of the toilet bowl



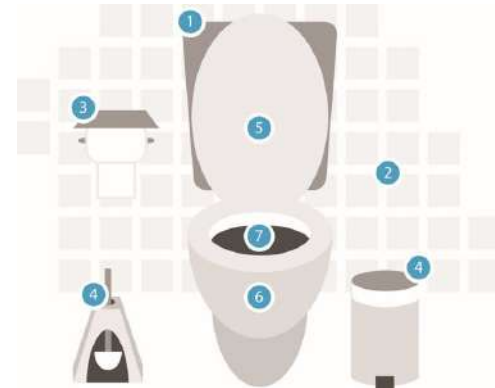
# Cleaning toilets

Process, Organization, Time management

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# Cleaning toilets

Process, Organization, Time management

---

## Tips against encrusted limescale:

- No descaler on toilet seat!
- Wet toilet paper with generous amount of descaler and place on the spot to treat
- Let the descaler work for 2 hours, then flush
- Apply regularly until limescale disappears



# Cleaning toilets

Process, Organization, Time management

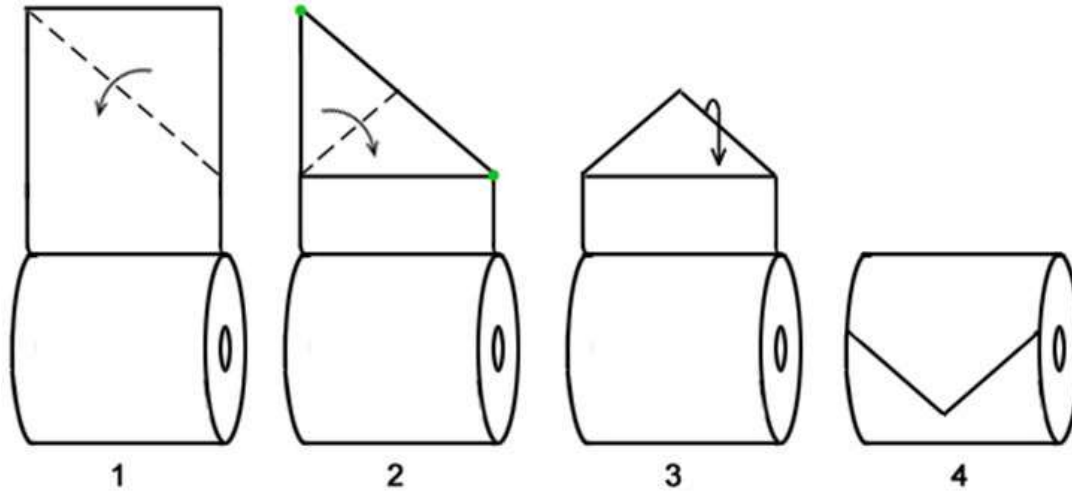
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# Cleaning toilets

Process, Organization, Time management

---



# Cleaning toilets

Process, Organization, Time management

---



# Cleaning process

Process, Organization, Time management

---

## Bedroom



# Colour code

---

- **Blue:** Surfaces / Furniture
- **Green:** Kitchen / Cafeteria
- **Yellow:** Bathrooms
- **Red:** WC

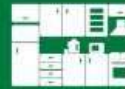
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### WC | URINAL | BIDET

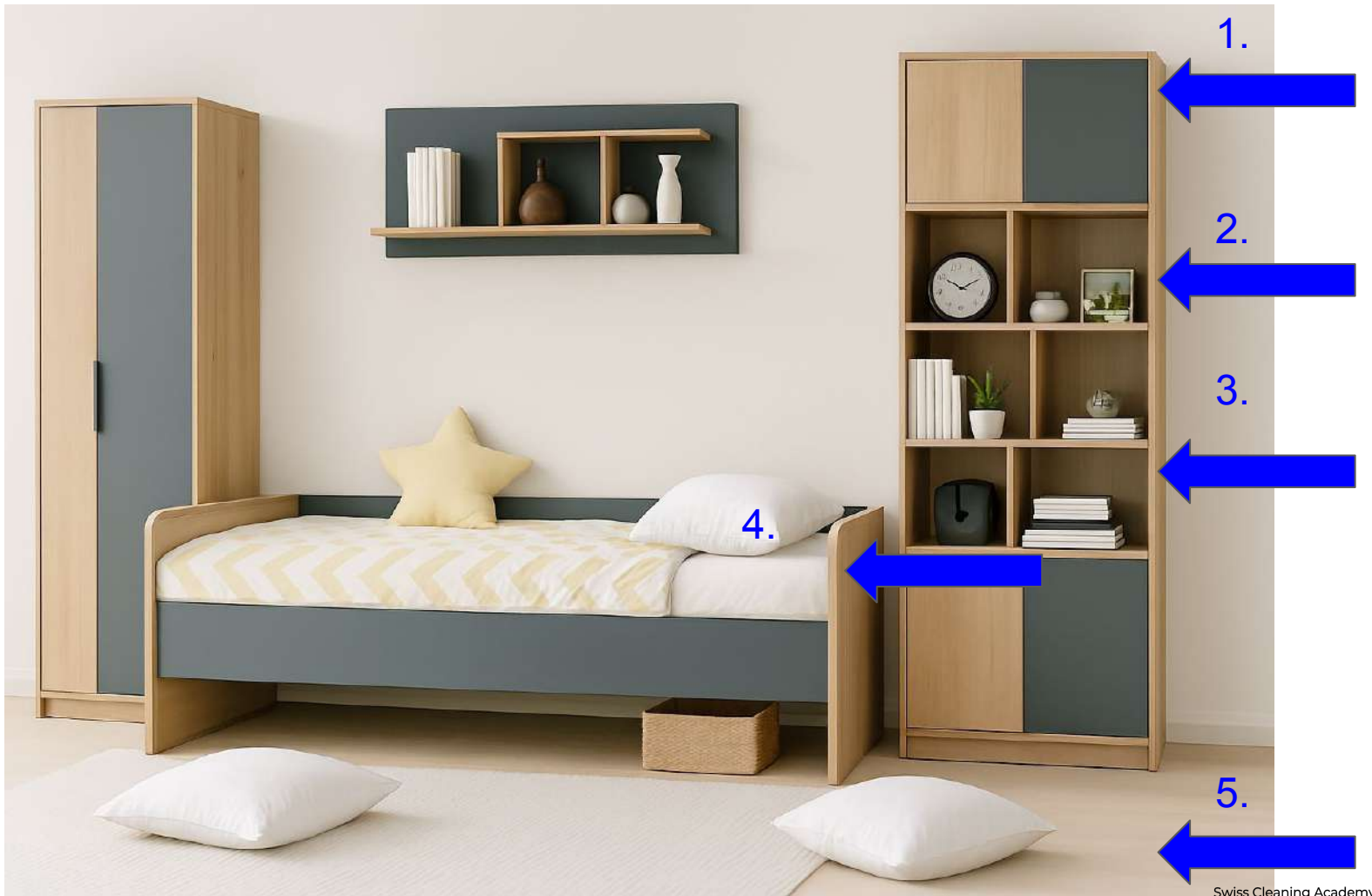
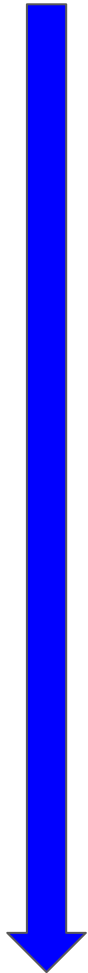
WC, Urinal, Bidet, Schamwand und angrenzende Wandfliesen im WC-Bereich

# Cleaning the bedroom

Where to start?

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# Cleaning the bedroom

Process, Organization, Time management

---



# Cleaning process

Process, Organization, Time management

---

## Living room

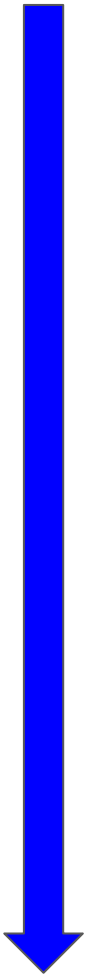


# Cleaning the living room

Where to start?

---





1.



2.



3.



4.



5.



# Cleaning the living room

Where to start?

---



# Cleaning process

Process, Organization, Time management

---

**Floor cleaning**

**Microfiber**

**Cotton**



# Cleaning the floors

Process, Organization, Time management

---

## Cotton

Always use the appropriate product

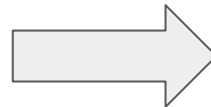
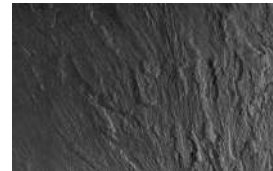
- Natural flooring: Marble, slate, natural stone or wood **need very little water**
- Be especially careful with wooden flooring



# Cotton mop

Which flooring need a cotton mop?

---



# Cleaning the floors

Process, Organization, Time management

---

## Microfiber

- Sealed wood, stone, hardwood floors, and laminate can be cleaned with a microfiber cloth



# Microfiber mop

Which flooring need a microfiber mop?

---



# Cleaning the floors

Avoid damages

---



Pick up the chairs and  
light furniture



Use appropriate amount of  
water



**What to do if... ?**

# What to do if... ?

Trust is a responsibility

---

- Door is open
- House is very dirty
- House is very disorganized
- Existing damages



# What to do if..?

Rules and responsibilities

---

- **Very dirty space**
- Call the office
- Signal us anything unusual
  - Telephone
  - E-mail



# What to do if..?

Rules and responsibilities

---

- **Very dirty space**
- Call the office
- Signal us anything unusual
  - Telephone
  - E-mail



# What to do if..?

Rules and responsibilities

---

- **Very disorganized space**
- Call the office
- Signal us anything unusual
  - Telephone
  - E-mail



# What to do if...?

Rules and responsibilities

---

- **Unsafe situation**
- Call the office
- Signal us anything unusual
  - Telephone
  - E-mail



# What to do if...?

Rules and responsibilities

---

- **Clients are absent**
- Call the office
- Signal us anything unusual
  - Telephone
  - E-mail





**Final check**

# The final check

Trust is a responsibility

---

## Final check - client's first impression

Are you satisfied with your performance?

What is the client's first impression going to be?



# Windows / Lights check

Professionalism. Responsibility. Discretion.

---



# Pets / Alarm systems

Professionalism. Responsibility. Discretion.

---



# The final check

Trust is a responsibility

---



# Questions ?

---



# Welcome to

# Swiss Cleaning Academy

Académie Suisse de nettoyage - Schweizer Akademie für Reinigung - Accademia Svizzera delle Pulizie



# Program

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- Recap
- Window cleaning
- Ironing



# Window cleaning

# Window cleaning

Streak-free windows

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A clean image through a  
professional window cleaning



# Window cleaning

Where to start?

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# Window cleaning

Where to start?

---

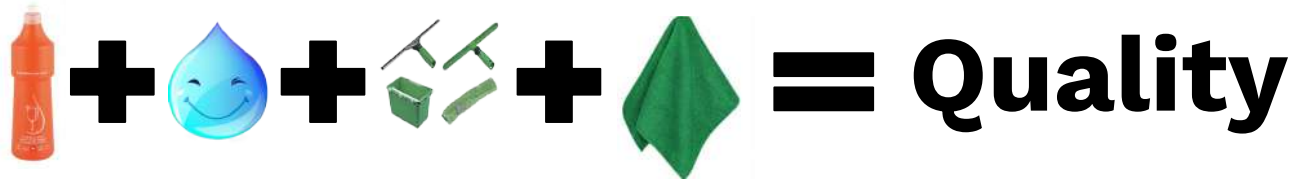
- **Prepare the material**
  - Bucket, squeegee, cloth, floor protection, small ladder
- **Protect the floors**
- **Clean the window**
  - with water
  - if dirty, add a drop of dishwashing soap
  - Dry the glass
  - Dry the edges



# Window cleaning

Method & technique

---



# Window cleaning

Method & technique

---



# Window cleaning

Details that make a difference

---



# Storenreinigung

Auf Kundenwunsch

---



+



+



= Qualität

# Window cleaning

Your safety first!

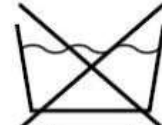
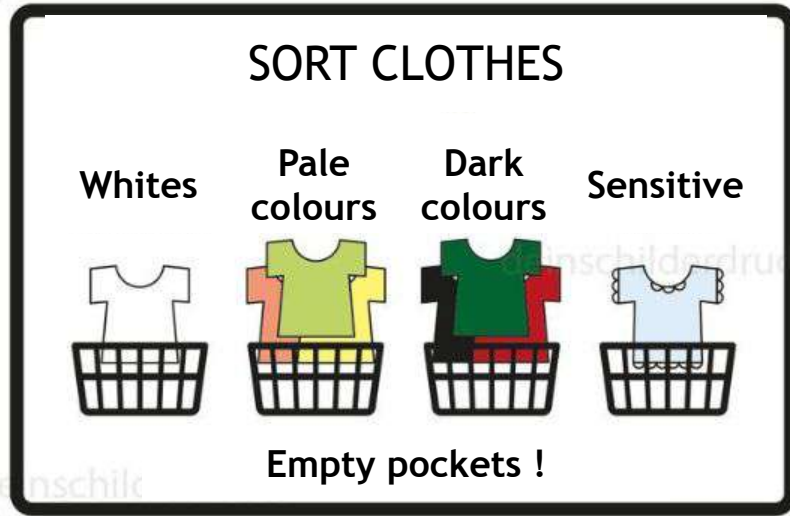




**Laundry**

# Laundry

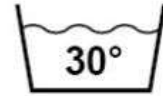
Sorting clothes



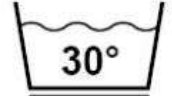
Don't wash



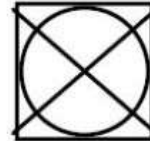
Handwash



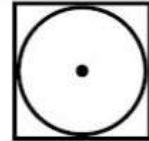
Wash with temperature



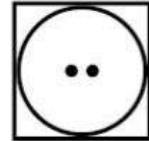
Sensitive



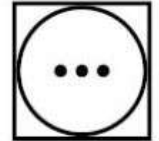
Don't dry



Dryer level 1



Dryer level 2



Dryer level 3

# Laundry

Sorting clothes

---

- Empty pockets
- Close zippers and buttons

Turn blouses and shirts upside down

# Ironing

# Ironing

---

- Adapt your posture and prepare the clothes
- Choose an appropriate temperature
- Iron clothes slightly damped
- Empty water after every session



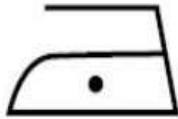
# Ironing

What temperature?

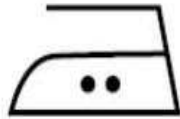
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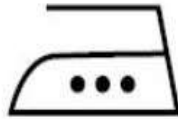
Don't iron



Ironing  
Level 1



Ironing  
Level 2



Ironing  
Level 3



# Technique 1

## Regular iron

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- Fill up with demineralised water (if available)
- empty the iron at the end



# Technique 2

## Steam iron

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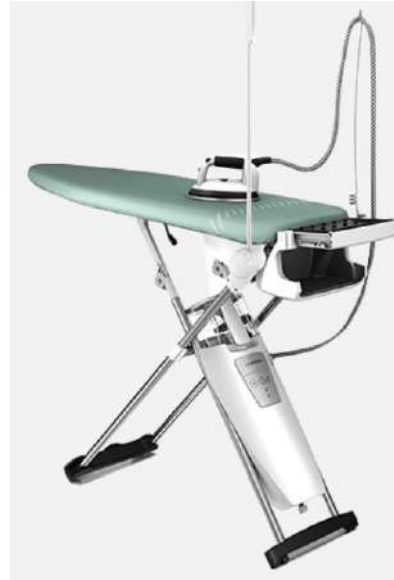
- Fill the tank with cold tap water - when unplugged
- Empty the tank after ironing



# Technique 3

## Ironing station

- Fill the water reservoir up if necessary
- Never empty the reservoir, the machine is under pressure



# How to iron a shirt?

## Order

---

1. Collar
2. Cuffs
3. Sleeves
4. Shoulder
5. Front
6. Back





# Swiss Cleaning Academy

Académie Suisse de nettoyage - Schweizer Akademie für Reinigung - Accademia Svizzera delle Pulizie

# B2B

# Welcome to

# Swiss Cleaning Academy

Académie Suisse de nettoyage - Schweizer Akademie für Reinigung - Accademia Svizzera delle Pulizie

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# B2B Cleaning

Introduction - Material - Cleaning

---

- What does B2B mean?
- Difference between B2C and B2B
- Who are the clients?
- 3 Phases
- Cleaning material
- Key management
- Dos and Don'ts



# B2B Cleaning

Business to Business

---

## Cleaning facilities

- High quality standards
- Higher frequency
- Special requests
- Larger surfaces



# B2B Cleaning

Difference between B2C and B2B

---

**B2C:** Private houses and apartments

**B2B:** Facilities, office spaces



# B2B Cleaning

Difference between B2C and B2B

---

- **Small clients (< 4h / week) :**  
Short and precise jobs
- **Medium clients (4 to 10h / week) :**  
Regular presence
- **Big Clients (> 10h / week) :**  
Long-term trusted partnership



# B2B Cleaning

Difference between B2C and B2B

---

## House cleaning

- Most jobs between 08:00 and 18:00
- Client might be present
- Clients needs can vary
- Products provided by clients



# B2B Cleaning

Difference between B2C and B2B

---

## Office and facilities

- Work **before** 08:00 and **after** 18:00
- Little to no direct contact with clients
- Precise brief, checklist  
Additional request = transfer to Batmaid
- Products from Batmaid OR clients



# B2B Cleaning

The clients

---

## Office cleanings



# B2B Cleaning

The clients

---

## Office cleaning

- Floor cleaning
- Dusting
- Trash sorting
- Toilets



# B2B Cleaning

The clients

---

Medical and dental offices 🦷



**Batmaid** ⚡

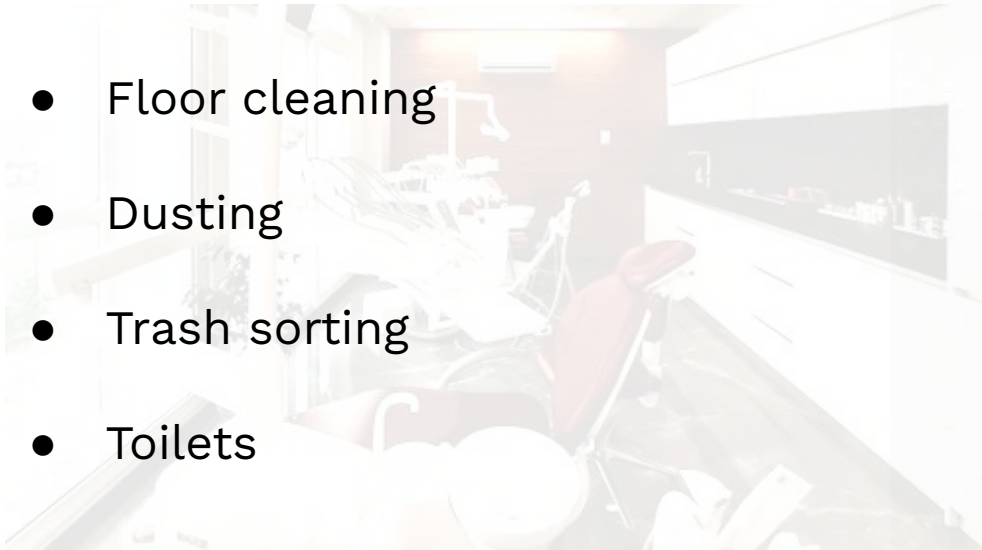
# B2B Cleaning

The clients

---

## Medical and dental offices

- Floor cleaning
- Dusting
- Trash sorting
- Toilets



# B2B Cleaning

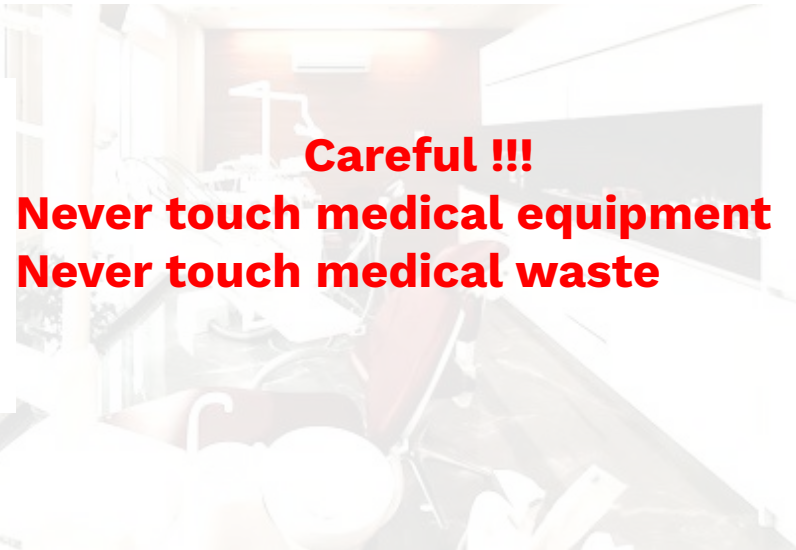
The clients



Medical and dental offices 🦷



**Careful !!!**  
**Never touch medical equipment**  
**Never touch medical waste**



# B2B Cleaning

The clients

---

Sport, fitness, leisure 🏋️



**Batmaid** ⚡



# B2B Cleaning

The clients

---

## Sport, fitness, leisure

- Floor cleaning
- Changing rooms
- Toilets
- Shower cabins



# B2B Cleaning

The clients

Malls, shopping centers 



# B2B Cleaning

The clients

---

Malls, shopping centers 

- Floor cleaning
- Dusting
- Toilets



# B2B Cleaning

The clients

Restaurants, cafés 



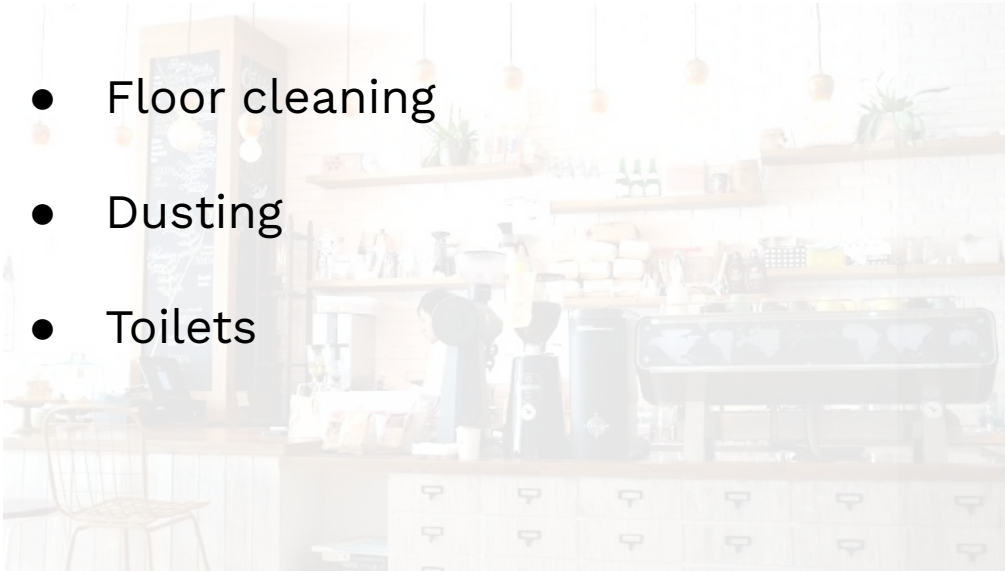
# B2B Cleaning

The clients

---

## Restaurants, cafés

- Floor cleaning
- Dusting
- Toilets



# The 3 phases

B2B Cleaning principles

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## Phase 1

- Information about the offer / contract

## Phase 2

- First cleaning
- (For big clients = Monitored with field service agent + mandatory call with the office after the job)

## Phase 3

- Feedback

# The 3 phases

B2B Cleaning principles

---

## Phase 1

Batmaid receives an offer from clients

- Coordination
- Information
- Support



# The 3 phases

B2B Cleaning principles

---

## Phase 2

The cleaning

- ❑ Preparation
- ❑ Checklist verification
- ❑ Storage organization
- ❑ Quality check
- ❑ Lights and access check
- ❑ Alarm check



# The 3 phases

B2B Cleaning principles

---

## Phase 3

Feedback

- Was there enough **time** ?
- Were there missing **products** ?
- Were **instructions** clear ?
- Were there special request ?  
(ex: window or carpet cleaning...)



# B2B Cleaning

## B2B Cleaning principles

---

### Cleaning rules

- Colour code
- Cleaning process
- Products
- Material

# Colour code

---

- **Blue:** Surfaces / Furniture
- **Green:** Kitchen / Cafeteria
- **Yellow:** Bathrooms
- **Red:** WC

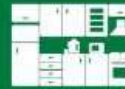
## BLAU



### OBERFLÄCHEN | MOBILIAR

Inventar wie Schreibtische, Tische, Schränke, Stühle, Regale, Heizkörper, Türen, Lampen, Fensterbänke

## GRÜN



### KÜCHEN | PANTRYS | SPEISERÄUME

Oberflächen, Arbeitsflächen, Glasflächen

## GELB



### SANITÄROBJEKTE

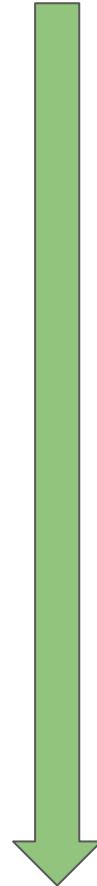
Waschbecken, Fliesen, Ablagen, Spiegel, Armaturen, Duschen, Badewannen im Sanitärbereich

## ROT



### WC | URINAL | BIDET

WC, Urinal, Bidet, Schamwand und angrenzende Wandfliesen im WC-Bereich





# Careful!

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**Never touch medical waste!**

# Cleaning products

B2B Cleaning principles

---



# Cleaning products

B2B Cleaning principles

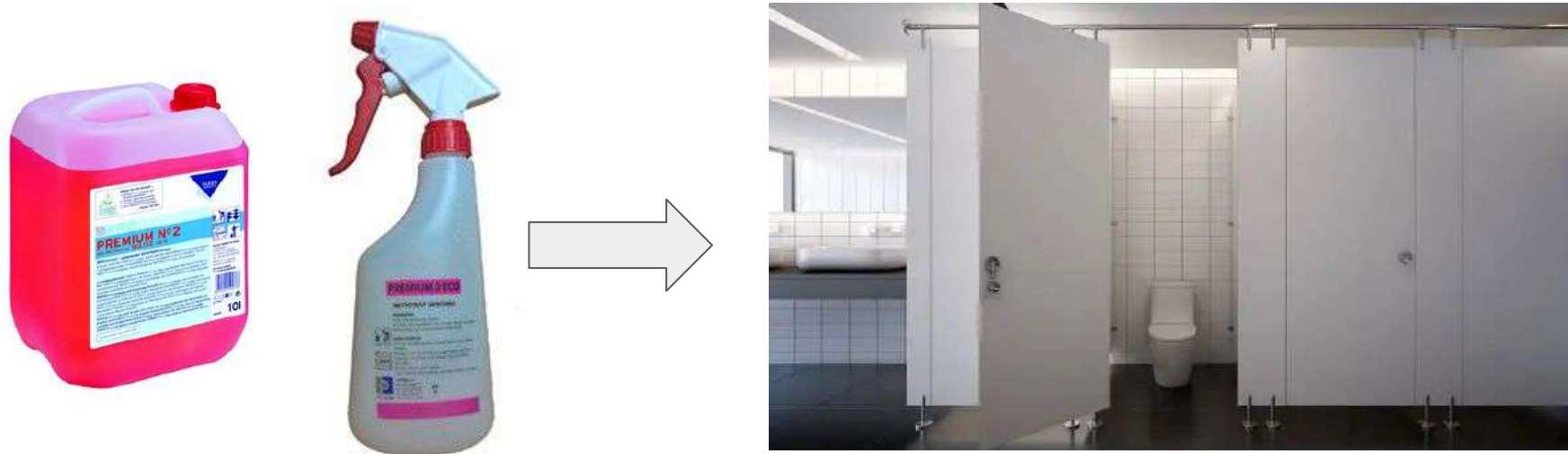
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# Cleaning products

B2B Cleaning principles

---



# Cleaning products

B2B Cleaning principles

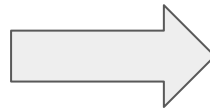
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# Cleaning products

B2B Cleaning principles

---



# Cleaning material

B2B Cleaning principles

---



# Key management

B2B Cleaning principles

---

## 1. The client is present

- Enter and politely greet the client
- Always ask if someone staying until the end of the cleaning or if you are supposed to close the office

# Key management

B2B Cleaning principles

---

## 2. Keys are in a box

- Code doesn't work  
→ Call B2B
- There is no key  
→ Take a picture and call B2B
- There is no key but client is there  
→ Call B2B



# Key management

B2B Cleaning principles

---

## 3. You keep the keys

- You have a spare
- Batmaid keeps another set of keys for replacements (sickness, holidays)

# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



**Never touch medical waste!**

# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



**Don't listen to music!**

# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



**Respect the schedule!**

# B2B : Dos & Don'ts

Discretion. Responsibility. Rules.

---



# What to do if... ?

Trust is a responsibility

---

- Products are missing ?
- I lose keys ?
- Clients ask me additional tasks ?
- I don't understand instructions ?
- I have an issue ?

**Inform us!**

**We will always be there to help.**

# What to do if... ?

Trust is a responsibility

---

What is **strictly** forbidden:

- Change the schedule
- Accept additional request (not on checklist)
- Come with someone else

**You are allowed to say no.**

# Thank you for listening!

---

