

If you employ staff, the following insurance is needed:

6. Employers Liability

£
10,000,000

Insurance required by law and providing cover for legal liability in respect of accidental death, bodily injury or disease to any person employed by your company arising out of, or in the course of, his or her employment. Includes extensions relating to legal expenses arising from Health & Safety legislation and also for Unsatisfied Court Judgements.

Other insurance that should be considered:

7. Buildings and contents

cover depends on requirement

Insurance against accidental loss, destruction or damage to buildings, fixtures and fittings, computers, and cleaning materials and equipment.

The WoolSafe Mark and the WoolSafe Approved Service Provider and Fibre Care Specialist Marks in all languages are Certification Marks and are the property of The WoolSafe Organisation.

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The WoolSafe Approved Service Provider Network

Qualification Requirements for Membership

The **WoolSafe** Organisation
Europe – North America – South East Asia – Australia/New Zealand

The WoolSafe certification programmes

WoolSafe accredited cleaning companies

The WoolSafe Organisation operates an accreditation scheme for professional carpet cleaners, called the **WoolSafe Approved Service Provider Network**.

Carpet cleaning companies can become WoolSafe Approved Service Providers on condition that they are fully trained in all carpet cleaning techniques and have been in business continuously for a period of at least 5 years. They must also have attended a WoolSafe training course, passed the exit exam and use WoolSafe-approved products whenever they clean or maintain wool or wool-rich carpeting.

WoolSafe-approved products

The WoolSafe certification programme for carpet maintenance products was established in 1991. The performance criteria for accepting - or rejecting - carpet maintenance products as being suitable for cleaning, maintaining and protecting wool carpets are based predominantly on internationally used standards and tests.

The certification programme is available world-wide to manufacturers of carpet cleaning chemicals, spot removers, soil and stain resist treatments and other products used to maintain or enhance carpets and rugs. Products are tested by WoolSafe and those that meet all the performance requirements are issued with a Certificate. Suppliers of WoolSafe approved products are entitled to display the WoolSafe Mark on packaging, product literature and advertising material associated with the product.

All WoolSafe approved products are subject to annual re-evaluation to ensure they continue to meet the WoolSafe requirements and that any changes, introduced when products are re-formulated, are not detrimental to the performance of the product.

Appendix II

Insurance for carpet & upholstery cleaning companies

WoolSafe Approved Service Providers operating in the UK and Ireland must have the following insurance cover:

Sum insured/Limit of indemnity (£)

1. Public Liability

2,000,000 (minimum)

Indemnity for legal liability in respect of accidental bodily injury to any person (other than employee) and/or damage to property arising during the course of your company's business, including cover for products liability.

2. Treatment Risk

included in above

Indemnity provided for liability in respect of damage to carpets, soft furnishings and upholstery caused by the cleaning process, including any shrinkage and wrongful application.

The following insurance cover is recommended:

3. Loss of, or damage to, property taken off site for cleaning

cover depends on requirement

Indemnity provided for legal liability in respect of any loss or damage for customer's property removed for cleaning, renovation or repair by your company.

4. Financial Loss

cover depends on requirement

Indemnity provided – within defined limits – in the event of the Insured being legally responsible for financial loss not associated with injury or damage.

5. Personal accident

cover depends on requirement

Insurance covering personal accidents of specific persons or all employees, either on a full 24 hour basis, or restricted to accidents occurring during business hours, including travelling to and from a place of work.

Qualifying training courses

1. Training courses for carpet and upholstery cleaning companies

Training courses in fundamental carpet care run by the following companies and organisations are currently recognised by The WoolSafe Organisation:

WoolSafe Academy
National Carpet Cleaners Association (NCCA)
Chemspec Europe Ltd
Rainbow International
Chem-Dry
ServiceMaster
Institute of Inspection Cleaning and Restoration Certification (IICRC)
Prochem Europe Ltd
Dry Fusion UK Ltd
Host Von Schrader Ltd

2. Trade and professional associations associated with the cleaning industry

The following national and international trade and professional associations serving the carpet cleaning industry are additionally recognised by The WoolSafe Organisation in respect of the WoolSafe Approved Service Provider programme.

British Disaster Management Association (BDMA)
British Institute of Cleaning Science (BICSc)
Federation of Small Businesses
Guild of Master Craftsmen
Restoration Industry Association
Society of Cleaning & Restoration Technicians

1 Qualification requirements and conditions for joining the Network

1.1. Introduction

A carpet cleaning company that would like to become a Approved Service Provider has to meet a number of qualification requirements, attend one of the WoolSafe training courses, pass the examination, undertake to use WoolSafe-approved products whenever they clean or treat wool carpets or rugs and pay the registration and membership fees.

1.2. Membership eligibility

Membership is open to the following:

1.2.1. Carpet cleaning franchisees

Companies using one particular cleaning/maintenance system, which may be a franchised or a licensed system.

1.2.2. Carpet cleaning companies

Independent cleaning companies, which obtain their cleaning equipment and/or supplies from one or more sources.

1.2.3. In-house carpet cleaners

In-house carpet maintenance divisions responsible for the cleaning and maintenance of carpets and rugs in the building(s) their company occupies.

1.3. Membership requirements

To qualify for WoolSafe certification companies must:

1.3.1. have been **practising carpet cleaners** for a continuous period of at least five (5) years, running their own business or working for a company in a senior position;

and:

1.3.2. have received appropriate and thorough technical and practical **training** in carpet cleaning and business management (for recognised training courses, see Appendix I);

and:

1.3.3. have adequate professional and public liability **insurance** (see Appendix II);

and:

1.3.4. attend the **WoolSafe Fibre Care Specialist Training Course**, run by a WoolSafe Certified Trainer or The WoolSafe Organisation. An exam paper is issued at this course that has to be completed and returned to The WoolSafe Organisation. WoolSafe certification is conditional upon passing the written exam (the "Pass" requirement is 80%);

or:

attend an **in-house WoolSafe Fibre Care Specialist Training Course**, run by a WoolSafe Certified Trainer or The WoolSafe Organisation and pass the exam, as above;

or:

do the **online WoolSafe Fibre Care Specialist Training Course** (www.woolSAFEacademy.org/) and pass the exam, as above.

and:

1.3.5. use WoolSafe-approved products when cleaning or maintaining wool or wool-rich carpets or rugs (or wool or wool-rich upholstery)

1.4. Membership fees and subscriptions

Members of the WoolSafe Approved Service Provider Network are required to pay a one-off joining/registration fee and an annual membership subscription. WoolSafe Membership commences on the day the registration and membership fees are received by The WoolSafe Organisation and continues until the last day of the same month of the following year.

Where additional technicians in the company have also attended the WoolSafe wool maintenance training course, passed the exam and paid their (nominal) membership fee, they become WoolSafe Approved Fibre Care Specialists.

2 Benefits of WoolSafe membership

2.1. Directories

2.1.1 Directory of WoolSafe Approved Service Providers (WASPs)

Member company details are listed in the Directory of WoolSafe Approved Service Providers, which is published in a variety of formats.

2.1.2. Internet

WoolSafe Approved Service Providers are listed on The WoolSafe Organisation's website (www.woolSAFE.org/find-a-carpet-cleaner) which also provides information about carpet care and WoolSafe-approved products for consumers, corporate carpet owners, retailers, manufacturers, facilities managers and maintenance product suppliers.

2.1.3. WoolSafe Carpet Stain Cleaning Guide App

WoolSafe Approved Service Providers are listed on the WoolSafe Carpet Stain Cleaning app ("Stain Wizzard"), which can be downloaded for free (all platforms).

2.2. Use of the WoolSafe Approved Service Provider Mark and the Fibre Care Specialist Mark

Active paid-up members of the WoolSafe Approved Service Provider Network are entitled to use the WoolSafe Approved Service Provider Mark on stationery, business cards, websites, publicity material, advertisements, company vehicles, workwear, etc. Additional technicians in the company, who have been trained, passed the exam and paid their (nominal) membership fee, are entitled to wear the WoolSafe Approved Fibre Care Specialist Mark on their uniforms, etc.

2.3. WoolSafe publicity

The WoolSafe Organisation has contacts and involvement with the carpet and cleaning trade **press**, the consumer media, commercial clients, maintenance product manufacturers and suppliers, carpet mills, carpet retailers, wool promotion organisations and many others in the industry. This places them in a unique position to promote WoolSafe Approved Service Providers and WoolSafe Approved Fibre Care Specialists world-wide.

The WoolSafe Organisation regularly publish a newsletter, **WoolSafe NEWS**, various leaflets and other handouts, promoting and explaining the WoolSafe Marks and what they stand for and promoting the services of the Service Providers.

2.4. Information resources

WoolSafe Approved Service Providers have access to the testing, technical information and advice resources of The WoolSafe Organisation.

Another source of information and advice is the **International Textile Flooring Academy** (www.itfacadem.org), which has an extensive library of technical reports, textbooks, manuals and scientific articles, many of which WoolSafe members can buy at a discount.