

# Key & Security Policy

A Murray Cleaning Services LLC · For property and building managers



1. **Locked key cabinet.** Client keys are stored in a wall-mounted digital key cabinet with keypad lock at our office. Keys stay there overnight. They are never left in a vehicle or taken home by staff.
2. **Coded tags with no client names.** Every key gets a numbered tag (for example K-014), color-coded by zone. No business names, addresses or street numbers ever appear on a key or tag.
3. **Separate, password-protected master list.** Only a password-protected app with restricted access connects a key code to a site. That list is never kept on paper with the keys or in a vehicle.
4. **Sign-out and sign-in log.** Each key is signed out for one shift and returned the same day. We log the date, key code, who took it, time out and time in.
5. **Your keys and alarm codes, per employee.** For commercial sites, we ask the building to issue keys and alarm codes per employee, with a signed key receipt. Each cleaner disarms with their own code on arrival and re-arms when leaving. Alarm codes are never written down.
6. **Lock-up procedures.** Entry doors are locked behind us as soon as we're inside. We don't let anyone in, even people who say they work there. We ask them to call the building manager. Commercial after-hours work is always done in pairs.
7. **Check-in and check-out.** Every cleaner checks in on arrival and out on leaving each site. If a check-in is more than 15 minutes late, we follow up right away.
8. **If a key goes missing.** A missing key is reported to the owner the same day. If the alarm goes off by mistake, we call the alarm company and the owner right away.
9. **Trained, background-checked staff.** Cleaners are trained and signed off, and complete a background check, before they work without a trainer. Every cleaner signs our safety and security policy before their first shift.
10. **When someone leaves our team.** We collect that person's keys the same day and ask buildings to change any codes they used.

**Fully Insured · Registered Connecticut LLC · Certificate of Insurance on request.**

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