Killermont Cleaning

HANDBOOK

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WELCOME

Welcome to Killermont Cleaning. We are delighted you have decided to join our team!

This Welcome Pack is an important tool that will give you an understanding of our business, what our clients expect and what we expect. It is vital that you read through this handbook and ask any questions you have. This Welcome Pack will be treated as part of the contract between you and Killermont Cleaning (KC).

Killermont Cleaning was founded in 2008 by Lynsey Church and is named after Killermont Road in Bearsden. The business offers cleaning services for both domestic and commercial clients throughout East Dunbartonshire, and Glasgows surrounding areas.

Founder Lynsey Church

As our business develops we are continually monitoring services that our clients require. There are many opportunities available for team members to develop skills in all areas of the business or to branch off into a specific area of interest. This may include carpet cleaning, commercial work, Sanitisation services or management.

Killermont Cleaning strive to provide our clients with the highest of standards. We have worked with 5 star prestigious businesses and we will only accept 5 star standards for our own clients.

At the time of writing, KC are in the process of obtaining ISO 9001, which is an International Quality Management System and Trusted Trader Scheme approval. Both certifications ensure that our business is independently audited and certified to ensure it meets quality management systems and services for both our team and our clients. It is therefore vital that the information within this Handbook provides you with a good basis of information and training to be part of our amazing team and business.

You will be required to sign that you have read and understood the contents of this handbook. There are some sections that will require an additional signature. All paperwork requiring signature agreements can be found on our online Training Academy at www.killermontcleaning.co.uk

2 YOUR ROLE WITHIN THE BUSINESS

You are a vital part of our business. Our amazing team of staff, helps to ensure the success of our business.

There are many cleaning businesses throughout Glasgow, we want to ensure that Killermont Cleaning stands out as a professional business that delivers high standards to all of our clients - all of the time.

It is essential that you portray a professional image whenever you are working with us. Everything you say and do will be judged by each of our clients - and their many friends! Always remember, the best (and worst) form of advertising is through word of mouth.

Your role within KC will be as a self-employed sub-contractor. KC will offer you hours that we have available should we feel your experience and standard of work matches our clients requirements.

It is important to note, KC will not work with sub-contractors whose work standards falls below our requirements or who do not conduct themselves in the professional manner in which we expect.

A/ Timekeeping & Attendance

As a sub-contractor, it is your responsibility to record your hours accurately and submit them on time on the last day of each month. Failure to record or submit your hours can lead to additional paperwork, confusion from clients and your payment being late. It is not professional when we submit the wrong numbers of hours on our clients' invoices. We do not want our clients to feel that they have to query their hours.

It is also incredibly important that the hours submitted reflect the number of actual hours worked. We cannot ask our clients to pay for additional hours if they have not authorised these in advance. When you have been issued with a job, you will be informed of the number of hours the client has agreed to. Please do not work beyond these hours without authorisation. If you feel that you cannot achieve all tasks required within the given timescale, please speak to us and we can help adjust the tasks.

It is also vital that you NEVER submit hours that have not been worked. If you finish all tasks early and you are happy that you have delivered a high standard of work, you must inform us before you leave the clients premises. Leaving a job early and submitting hours that have not been worked will result in KC no longer working with you.

Attendance: You must ensure that you arrive at your clients home or business in a timely manner that allows you to start your shift on time. It is unprofessional to arrive late for our clients.

B/ Payments & Tax Liabilities

Killermont Cleaning will make payment for the hours you have worked into a bank account of your choice on the 10th day of each month. Payment will be for hours worked in the previous month. Payment may be late if you have failed to submit your hours to us on the last working day of the previous month.

Killermont Cleaning will not deduct tax or National Insurance payments. It is your responsibility as a self-employed subcontractor to ensure you make these payments. Killermont Cleaning will also not issue you with a pay slip as a self-employed sub-contractor.

As a self-employed worker, you must inform the Tax office each year how much you earned in the previous 12 months. Please also note, if you are eligible for any benefits you should inform the Benefits office as you may be entitled to tax credits.

For further help regarding taxes, please contact HMRC on 0300 200 3300

C/ Flexibility & Additional hours

As a sub-contractor, you can choose the days and shifts you are able to work. KC do however ask that if you agree to our shifts, please ensure that you are able to commit to these hours for the foreseeable future.

There may be times that we can offer additional hours such as End of tenancy cleans. These are one off jobs. You are welcome to take these additional hours as you require. Please ensure that you are able to work all jobs you have committed to.

All available hours will be posted on our WhatsApp group for staff.

D/ Holidays, Sickness & Termination of contract

KC do not pay self-employed staff holiday, sickness, maternity or bereavement pay. You can take as many holidays as you require. We do however ask that you give KC 4 weeks' notice of any holidays. This ensures we are able to arrange clients and staffing for your holiday period.

Sickness & COVID-19: Should you be unwell and unable to attend your shift, you are required to telephone KC on 07791841739 as soon as possible.

It is not acceptable to inform us of sickness less than 1 hour prior to the start of your shift.

You are required to inform us as soon as possible if you or anyone in your household develops COVID-19 symptoms. Additional training will be required to include COVID-19.

Please note, should your holidays or sickness become excessive or always fall around key trading times such as Christmas, we may give your clients to another sub-contractor who is able to commit more consistently to our business.

Should you or us (KC) decide to end the contract we have agreed, 1 weeks' notice should be given by either party. If there is a serious breach of

contract, we will ask to terminate your contract immediately. All property belonging to KC, including clients keys must be returned immediately.

E/ Damage to clients' property - **THIS SECTION REQUIRES AN ADDITIONAL SIGNATURE**

KC has insurance that covers our clients' property, however we recommend that self-employed staff have their own insurance to cover any damage to clients' property. Should this not be financially viable, KC will put any damage through our own insurance company for you. You will however be required to pay the excess on the policy and any other costs incurred by KC.

F/ Cleaning Kit & Routines

KC will provide you with a cleaning kit, polo shirt & badge. It is the responsibility of the sub-contractor to ensure the kit is well stocked and clean. Cloths must be washed at a high temperature, ideally with a disinfectant added to your laundry. (Can be obtained from Home bargains £2.99)

All additional supplies must be ordered via our online WhatsApp group no later than 24 hours before you require them. All of our supplies are supermarket brands.

Please DO NOT use any products that are not supplied by KC as this will breach our insurance terms and leave you liable for any damage caused.

It is important that we know what products are used in our clients homes at all times. We have COSHH data sheets for all of our products. We are not insured to use bleach.

KC do not supply a mop or vacuum to carry out clients work. This ensures the risk of cross contamination is eliminated and also allows us to keep costs low. Under no circumstances must you use your own mop or vacuum.

Please ensure that you have clean cloths for each of your clients' homes.

Your kit will consist of the following:

* Enough cloths to carry out your job
* Polish
* Disinfectant spray (to be used in kitchens & bathroom areas)
* Disinfectant for clients' hard flooring
* Cream cleaner
* Toilet cleaner
* Scourers
* Grout line brush
* 2 pairs of gloves (1 for kitchen, 1 for bathrooms)
* KC black polo shirt & badge
* PPE should you require.

Your kit, including polo shirt and badge remains the property of KC and must be returned to us should you leave the business. Final payments will be withheld until our cleaning kit has been returned in a safe manner.

G/ Conduct and presentation

Please ensure you wear your black polo shirt and badge at all times when working for our clients. You may be asked to leave a job should you not be wearing the correct uniform.

You may wear any appropriate trousers/leggings or shoes that you feel comfortable in. There are exceptions. Blue denims and open toed shoes are not permitted.

It makes for a better image if you can enter our clients premises showing your uniform. Therefore if the weather permits, it can be a good idea to leave your jacket in your car. - Think professional image at all times.

Long hair should be tied up away from you face.

Smoking, including vaping is under no circumstances allowed on our clients' premises. If you smoke, please ensure you do so away from our clients' premises.

Eating & smoking breaks are not permitted during working hours. If you are working over 5 hours, we will ensure that you can take a break away from our clients' premises.

You may develop a good relationship with our clients. We encourage you to always act in a professional manner with our clients. Many of our clients will ask you if you would like a cup of tea/coffee. You should not accept this invitation. Our clients are paying for our service, not for us to sit and drink tea!

Under no circumstances should you ever speak to a client about another client in a negative manner. There are times when our busy clients will leave their property untidy or unclean. We are there to help our clients, we should have no opinion or judgement on their homes or businesses.

Should you find a situation within a clients premises that you deem as unsanitary please contact us prior to commencing work.

3 KEYS - THIS SECTION REQUIRES AN ADDITIONAL SIGNATURE

You may be responsible for holding our clients keys. It is vital that you take care of these keys and that they are kept in a secure location at all times.

You will be required to log each time you receive or give your key to KC or another member of staff. The key log is on our WhatsApp groups.

All keys will be marked with the client's surname. This should not be amended.

You will be required to return your keys to KC on any sick or holiday days. You will also be required to return your keys to KC on termination of your contract. Failure to do so will stop any payments owed to you and a Police report being submitted.

4 CLIENTS - THIS SECTION REQUIRES AN ADDITIONAL SIGNATURE

KC have entered into a binding contract with any client that you the sub-contractor will be placed with. As such, we have certain stipulations that you are required to abide by.

A/ All communication from the client, i.e. changes to routines, holidays or additional hours must be agreed and directed towards KC. You are not authorised to agree any changes to routines. This will ensure we keep accurate records and additional risk assessments can be carried out prior to changes being made. This also ensures that any additional works are within the terms set out by our insurance provider.

B/ Under no circumstances are you to share personal contact information with our clients. Examples of these include phone numbers, email addresses or social media links. This is for your own safety.

Any breach of this will result in you being removed from our contract. Should a client wish to make amendments to their agreed cleaning arrangements, please ask them to contact KC.

C/ A contract for provision of cleaning services exists between KC and our client. Should you wish to enter into a private working agreement with our client, you will be liable to compensate KC for providing you with the introduction and negotiation of services. The following compensation will be required:

Time placed with client less than 6 months - £750.00

Time placed with client between 6 months & 1 year - £500.00

Time placed with client between 1 year & 5 years - £400.00

These amounts are not negotiable. Compensation amounts will be withheld from you from any monies due to you at the end of your contract with KC, should you enter into a private agreement with any of our clients.

Any remaining balance will be pursued via a court of law along with any additional court fees incurred.

D/ KC retains the right to swap or remove any sub-contractor from their client at any time.

E/ KC management and supervisors will conduct regular standard checks on sub-contractors work. This ensures we provide high standards at all times to our clients and also highlight any training concerns.

F/ KC provide each client with a Communication Folder and an example of our schedule of works.

Clients may leave communication for you in the Communication folder of any tasks or priorities etc. that they would like you to achieve. The communication folder should be checked on each visit as soon as you arrive at your clients' property. Please also use this folder to communicate with your client any issues you feel they should know of. KC ask that you also communicate with us if there are any issues that have stopped you providing our client with the agreed tasks.

Our schedule of works is an agreed list of tasks that both KC and our clients require completed. Should a client have any specific requirements, these will also be noted within their communication folder. Examples of these include, no polish to be used, no mopping on wooden flooring etc.

G/ Additional Tasks:

We are very flexible with our clients and will help them as much as possible. There are however occasions when your client may ask you to complete a task that is out with the normal cleaning/service agreement. Examples of these may include cleaning ovens, shopping at local shops, taking care of children.

The above tasks are not permitted. The health & safety of you and our client is always priority. Please do not carry out any tasks which you have not been trained to do or which breach our health and safety training. Please check with KC prior to commencing any tasks that are out with the normal service agreement.

5 TRAINING - THIS SECTION REQUIRES AN ADDITIONAL SIGNATURE

KC will ensure that you have received adequate training to do your job in a safe manner, whilst ensuring that you are able to deliver high standards. Please highlight to us any areas of your training that you feel you require additional support. KC is required to do a standard check on all clients' homes once per month. During this time, we may give you guidance or arrange additional training for you. Please do not feel that this is negative feedback, it takes time to adjust to any job and there will always be areas of our business that we are trying to improve for our clients.

The following areas will make up your initial training named as Steps to Success. Ongoing feedback and training where needed will be given throughout your time at KC.

All training documents can be found within the Training Academy on our web site www.killermontcleaning.co.uk

Steps to Success Programme

* Training videos 1-8
* Health & Safety
* COVID-19 training

We constantly monitor our sub-contractors for standards of work, punctuality & professionalism. Should we feel that your work falls below the standard we require, we may terminate your contract with us.

Please ensure that you have signed off your training sheets on our online Training Academy and submitted all necessary ID paperwork.

Schedule of Works

Work Area	Task	Frequency
Sitting Room	High level dust incl all door, window and wall mounted frames.	Weekly
	Clean all mirrors and leave smear free	Weekly
	Dust down all furniture and shelves, include TV unit etc	Weekly
	Dust down and spot clean all skirtings,door frames and door panels	Weekly
	Spot clean glass door panels and leave smear free	Weekly
	vacuum carpet, attn to edging	Weekly
Kitchen	High level dust incl all door, window and wall mounted frames.	Weekly
	Wash down all work surfaces moving all surface mounted equiptment	Weekly
	Wash down sink and taps.	Weekly
	Dust down all furniture. Wash down table.	Weekly
	Clean hob and wash down oven front to leave smear free	Weekly
	Spot clean glass door panels and leave smear free	Weekly
	Vacuum and damp mop hard flooring	Weekly
W.C.	High level dust incl all door, window and wall mounted frames.	Weekly
	Clean all mirrors and leave smear free	Weekly
	Wash down whb. Attn to taps and drains.	Weekly
	Wash down and sanitize toilet, pedestal, seat and cistern.	Weekly
	Vaccum and damp mop hard floor	Weekly
Play Room	High level dust incl all door, window and wall mounted frames.	Weekly
	Clean all mirrors and leave smear free	Weekly
	Dust down all furniture and shelves, include dining table etc	Weekly
	Spot clean glass door panels and leave smear free	Weekly
	Vaccum and damp mop hard floor	Weekly
En-suite	High level dust incl all door and wall frames	Weekly
	Clean all mirrors and leave smear free	Weekly
	Wash down whb and pedestal. Attn to taps and drains	Weekly
	Wash down shower cubicle, screen, head, hose and rail. Leave smear free	Weekly
	Wash down and sanitize toilet, pedestal, seat and cistern.	Weekly
	Vaccum and damp mop hard floor	Weekly
Bathroom	High level dust incl all door and wall frames	Weekly
	Clean all mirrors and leave smear free	Weekly
	Wash down whb. Attn to taps and drains.	Weekly
	Wash down bath and panel. Incl all shower acc's and leave screen smear free	Weekly
	Wash down and sanitize toilet, pedestal, seat and cistern.	Weekly
	vacuum carpet, attn to edging	Weekly
Hallway & Stairs	High level dust incl all door and wall frames	Weekly
	Clean all mirrors and leave smear free	Weekly
	Dust down all furniture and shelves	Weekly
	Vacuum carpet and vac/ lightly damp mop all hardfloor areas	Weekly