

Key to Your Needs

Employment Contract Policies and Procedures

1-844-900-6003

keytoyourneeds@gmail.com

keytoyourneeds.com

Congratulations! You have just been inducted into the Key to Your Needs residential and commercial cleaning team. This is a business that is employee and customer serviced based. We want to make sure that we serve our clients with more service then they pay for and we want to ensure employment by providing competitive wages in the industry. Payment is the first question that comes to mind when you start a new job. You want to make sure that you can budget your income to cover all of your bills. The second is the perks and benefits of the job and third how to perform on the job that will insure upward mobility in the company.

Payment is based on hourly payment. The first six cleanings that you perform you will be paid \$12/ hour. This is a wage so that we can make sure that you are dependable and have been trained with all the skills needed so you can be trusted to clean on your own without supervision. When you have reached the goal of the ability to clean on your own with a partner without supervision you will move up to the second stage of payment. Based on your work performance and availability you will be paid up to \$15/hour. For example if you were given dates on cleanings during your training stage and were not able to make the cleaning after it has been scheduled, your second stage of payment per hour will be \$13 instead of \$14 because you are not reliable.

Payment will be made on Friday 1 week after the cleanings have been completed. The payment schedule is set up this way to ensure that you are paid for all hours you have completed. We work with a range of property management companies, residential clients and Bed and Breakfast companies that have different payment schedules. However, this should not interfere with your payment

To ensure that you are being paid for the hours you work please check in with management with a text message to state you are starting and a separate text when you are finished including before and after pictures of cleaning Also, fill out your time sheet and hand it in on Thursdays, this can include taking a picture and texting it to your supervisor to accurately record time worked. The hours that have been specified to you for the jobs given is a time frame that you need to stay within. For example a deep clean move out with you and up to 4 other workers will be given as follows:

Kim Yang Address: 1210 Sunny Drive Happy Ville Michigan

Time Allotted: 2 hours

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Your hours worked is your responsibility to report by text message or email to management. If you are a W2 employee you have the opportunity to receive checks. If you are a private contractor you have the ability to receive payment by cash or cash app.

You will have the ability to **increase payment** if you refer a business and they have contracted with Key to Your Needs. **You will receive 5% incentive payment for the first unit we clean for that company plus your hourly wage.** For example if you have a landlord and you refer them to Key to Your Needs and they contract us, after payment is received for the unit cleaned you receive 5% of the initial first cleaning unit as a thank you for helping us build. Only one person per referral can be eligible for the 5% incentive bonus, two people can't refer the same company.

Cleaning can be very tiring and as another benefit if you have been **cleaning over 8 hours in a day you will receive a free lunch on the company's dime**, with management consent. The food will be provided by the company. For example if the company is cleaning out of town the team will meet up at a restaurant and management will pay for your meal up to \$6. Any amount above \$6 employee is responsible to pay the difference

Products and tools will be provided by the company. If you have a need for special gloves or cleaners please let management know so that they can accommodate you. Vacuum cleaners, buckets, steam cleaners need to be emptied before they are returned to management if you are picking up supplies and dropping them off at a designated location. All dirty towels need to be put in a garbage bag; clean towels can be left in the green towel bag, from which they came. All cleaning supplies, empty bottles, and cans must be returned even if they are empty. Any disposable items can be disposed of.

Supplies and materials will be allocated as the following; each team will receive an allocated amount of cleaner for the day.

Kitchen; 2- oven cleaning steel pads, 1- can of oven cleaner, 1- spray bottle of kitchen cleaner. 1- spray bottle of degreaser, and 5 towels

Bathroom; 1- spray bottle of bathroom cleaner, 1- toilet bowl cleaner, 1- toilet bowl cleaning brush, 1- squeegee, 5 towels

Rooms; 1- bottle of disinfectant, 1- duster handle, 4- disposable duster heads, 5- towels

Floors; 1- floor cleaner, 1- mop, 1- bucket, 1- broom, 1- dust pan, 1- vacuum, 5- towels

Windows; 1- spray bottle of window cleaner, 1- roll of paper towel, 5- towels

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It is your responsibility to make sure all left over supplies are returned and tools are emptied out and ready for use. Cleaning can be so strenuous if you don't know what is to be cleaned and how. The following is what we cover in our contracts for cleaning.

Each liquid bottle is filled with concentrated cleaning product 2:1, bottle is half empty refill with water. If/when bottle is completely empty start from refill instructions.

Deep Clean Expectations:

Kitchen Deep Clean:

Removal of all dust, wipe down appliances, clean out microwave, wipe down inside and outside all cabinets and drawers, dust the ceiling and baseboards, wipe ceiling fan blades, mop floors, disinfect surfaces, wipe inside and sides of refrigerator; clean inside all appliances, clean and remove remanence of food. Disinfect, degrease tops and inside stove and oven brackets, disinfect inside and outside of dishwasher, wipe down the door handles and windows, wipe out sink, and disinfect counter tops, interior bottom of windows, clean windows and report all damages.

Laundry Area:

Removal of all dust, disinfect tops and sides and inside of machines, clean dust traps, clear area of all dust, sweep floor and mop, wipe down all interior windows. Report all damages.

Bedrooms:

Removal of all dust , wipe down all surface areas, clean interior window, vacuum floor, wipe down base boards mop floor, clean windows, dust from top to bottom all areas including the closets. Report all damages.

Stairway/Hallways:

Remove all dust from floors and mop floors and baseboards, disinfect wall railings and fixtures. Report all damages

Bathroom:

Remove all dust, wipe down ceiling from corner to corner, remove dust from ceiling fan, base boards, disinfect inside and outside of sink, wipe mirror, mop floor, clean out shower and tub clearing rust and soap scum from all areas, wipe down wall fixtures, clean windows, shine shower head, Report all damaged or missing items.

Living room/ Den/ Finished Basement:

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Removal of all dust, wipe down furniture (if applicable), baseboards, window, main entrance door, floors, wipe down wall fixtures, clean door entrance windows , remove dust from all surface areas, dust ceiling corner to corner, vacuum floor, mop floor, report all damaged or missing items.

Disinfect/ Deodorize:

Removal of dust on all door handles book shelves, cleaning all light switches, fans and removal of removable wall marks, vacuum/sweep and mop floors for entrance ways, deodorize areas and report all damage or missing item.

Policies:

1. Company Shirt needs to be worn during cleanings
2. No smoking, consuming alcohol or any habituates **on or before the jobs complete.**
3. No use of profanity.
4. Any problems or concerns with clients direct them to management
5. No changes to cleaning procedures unless approved by management
6. No taking of any items that don't belong to you, including change put it on the counter in the kitchen and notify management.
7. Music is allowed with earphones unless in empty unit.
8. Unit must be checked by management after completion
9. Before and after pictures of each space in unit must be taken and sent to management
10. Employee is responsible for hours worked sent to management
11. Key to Your Needs is not responsible for any lost or damaged property. This includes any injuries person's body or belongings. Employees need to have be covered by their own medical insurance and workers compensation insurance.
12. No children or minors at any worksite under no circumstances.
13. No arguing or fighting on service property, this will result in immediate dismissal without pay.
14. Phones are permitted, if work is not completed during the time frame and you have been seen on the telephone you will be given a demerit.

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15. Units with 2 people 3 bedroom or less are only 4 hours of pay. Units 5 bedrooms or larger are 6-8 hours of pa

UP'S

We all want to be recognized for our great work ethic. Ups are points that can be given to employees that have been recognized for their good works. 5 Ups points are earned for every positive feedback documented and sent via email and or text to management for another employee. Employees can **NOT** nominate themselves for Ups points. The following is what can be earned for accumulated points.

60 points- \$25 gift card

100 points- Free Oil Change on Vehicle

200 points- \$5.00 increase in hourly pay for one month of service

Employees can cash in their points during team meetings that occur Quarterly, every three months. Team Meetings are MANDATORY!

DEMERITS

In everything in life there are consequences and rewards. Demerits are points given for unsatisfactory behavior for not following the policies and procedures provided by Key to Your Needs. You can only incur 5 demerits per quarter (every 3 months) more than 5 demerits will incur **TERMINATION of employment**. Please see the following for Demerits Scale;

1 demerit- Late arrival for cleaning more than 10 minutes, showing up to work site without clean clothes, poor body hygiene, leaving work day early, not signing check list taking a picture and sending it to management, not wearing company shirt, not following policy and procedure for each infraction.

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3 demerit- Insubordination, showing up to work under the influence, smelling or cigarette smoke, cleaning job not satisfactory and return clean is requested. Wasting supplies given and over use of liquid materials, not turning in supplies and materials.

5 demerit- No call no show

Dermi list can be changed and modified by management at any given time, within reason. If you agree to the terms and information please sign the form on the next page and return by email, text or in person to management.

I _____, agree with all that is stated in this contract. I will not seek arbitration against Key to Your Needs or associated parties.

Signature

Date:

Management Signature

Date:

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