

All That Shines LLC

Independent Contractor Policies & Procedures Handbook

(For Residential and Commercial Cleaning Contractors)



ALL THAT SHINES LLC

(816) 557-1466

Welcome

Welcome to All That Shines LLC! We are proud to partner with skilled, reliable, and professional cleaning contractors. This handbook outlines the expectations, procedures, and standards for all contractors performing cleaning services on behalf of All That Shines LLC.

This guide is not an employment agreement and does not create an employer-employee relationship. All contractors operate as independent contractors, responsible for their own taxes, equipment, and work methods, while maintaining the high standards of service associated with All That Shines LLC.

1. Independent Contractor Status

- Contractors are not employees of All That Shines LLC.
- Contractors are responsible for paying their own income taxes, self-employment taxes, and any required business licenses or insurance.
- Contractors determine their own work methods but must meet the company's performance standards and follow client-specific instructions.

2. Professional Standards

All That Shines LLC expects each contractor to uphold a professional image at all times.

Appearance:

- Clothing must be neat, modest, and appropriate for cleaning work.
- Closed-toe shoes are required.
- Personal hygiene and grooming must reflect professionalism.

Vehicle Cleanliness:

- Vehicles used for work should be reasonably clean, free of trash, and organized to reflect a professional appearance.

Transportation Requirement:

- All contractors must have their own reliable transportation to travel to and from job sites.
- Contractors are responsible for maintaining valid driver's licenses, current vehicle insurance, and dependable transportation to ensure punctual attendance.
- Transportation issues are not an acceptable reason for repeated tardiness or missed assignments.

Customer Interaction:

- Be courteous, respectful, and professional at all times.
- Do not discuss pricing, policies, or internal company matters with clients.
- Never speak negatively about the company or other contractors.

Availability & Punctuality:

- Contractors must be reachable by telephone or text during business hours for scheduling, confirmations, or updates.
- Contractors are expected to arrive on time for all scheduled jobs.
- Continual tardiness, late arrivals, or lack of communication may result in termination of the contractor agreement.

3. Confidentiality & Company Information

- All That Shines LLC's pricing, client lists, and job details are confidential.
- Contractors are strictly prohibited from discussing or disclosing the company's rates, fees, or payment arrangements with any clients or third parties.
- Client addresses, access codes, and other sensitive information must remain private and secure.

4. Non-Compete / No Client Poaching Policy

- Contractors shall not directly or indirectly solicit, contact, or provide cleaning services to any All That Shines LLC client outside of their contract with the company.
- This restriction applies during the term of the contractor's agreement and for 12 months after termination of work with All That Shines LLC.
- Violation of this policy may result in termination of contract and legal action for damages.

5. Equipment and Supplies

Contractors are responsible for providing their own cleaning supplies, tools, and protective gear.

- All equipment used must be in good working order and appropriate for the job.
- If specialized products are required by the client, All That Shines LLC will notify the contractor in advance.

Bleach Policy:

- All That Shines LLC strictly prohibits the use of bleach or bleach-containing products at any job site.
- Contractors must use approved, non-bleach cleaning solutions to protect client surfaces, health, and the environment.
- Any contractor found using bleach will be subject to immediate review and possible termination of their contract.

6. Quality Standards

- Work must meet or exceed All That Shines LLC's standards for cleanliness and attention to detail.

- Contractors are expected to complete all assigned tasks thoroughly and on time.
- Repeat complaints about performance may result in discontinuation of assignments.

7. Payment Procedures

- All That Shines LLC will handle all client billing and invoicing.
- Contractors are paid per job based on the agreed-upon rate once work is verified as complete and satisfactory.
- Contractors do not need to submit invoices to receive payment.
- Contractors may issue an invoice to All That Shines LLC for their own records if desired.
- Payment is typically issued within 7 business days after job completion and approval.

8. Scheduling & Communication

- Contractors are expected to maintain clear communication with management regarding scheduling, job completion, and availability.
- Any delay, reschedule, or issue at a client site must be reported promptly.
- Excessive cancellations, lack of communication, or repeated tardiness may lead to removal from the contractor list.

9. Safety & Conduct

- Contractors must comply with all safety laws, chemical handling rules, and OSHA standards.
- Immediately report any injuries, damages, or unsafe conditions to management.
- Smoking, drug use, or being under the influence while performing services is prohibited.

10. Termination of Agreement

- Either party may terminate the contract with written notice.
- All company property, client information, and materials must be returned immediately upon termination.

11. Acknowledgment & Signature Page

I, the undersigned, acknowledge that I have received, read, and understand the All That Shines LLC Independent Contractor Policies & Procedures Handbook. I agree to abide by the rules, standards, and procedures contained herein while performing contracted services.

Contractor Name (print): _____

Signature: _____

Date: _____

Company Representative: _____

Signature: _____

Date: _____

All That Shines LLC

Your Trusted Partner for Immaculate Spaces

www.allthatshinescleaning.com