



## Edge Green Cleaning Contractor code of conduct

By adhering to this code of conduct, contractors commit to maintaining the highest ethical standards, promoting integrity, and fostering public trust in their business practices and relationships with Edge and Edge clients.

### Contractor Scheduling Process

**1. Availability:**

- Contractor provides available days and times for work.

**2. Contract Offers:**

- Edge presents potential contracts to contractor for review.
- Job pay will be noted on the contract.
- Accepting the job is agreeing to the job pay and task list.

**3. Contract Acceptance:**

- Contractor chooses to accept or decline contracts.
- Options for one-time or ongoing contracts.

**4. Confirmation:**

- Once contractor confirms acceptance, the contract is activated.
- Contractor must have their own transportation to and from the contract site.

1. Edge does not allow any 3<sup>rd</sup> party on site.

**2. Non-solicitation:**

1. Transportation cannot have your company name or logo on it.

**5. Scope of Work:**

- Upon confirmation, all scope of work requirements become effective.

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## **Dress Code Requirements**

### **1. Non-solicitation:**

- No clothing, bags or accessories can display your business name or logo.

### **2. T-Shirt:**

Plain, no writing / slogans or logos.

- Must have sleeves.
- Should not be tight or short.

### **3. Pants:**

- Jeans or dress pants only.
- No yoga or sweatpants.
- No holes or tears.

### **4. Condition:**

- All clothing must be clean and in good repair.
- Clothing should fit appropriately and not be tight.

### **5. Shoes:**

- Work shoes must be worn indoors only.
- No street shoes in the home.

## **Service Fusion App Requirements:**

By adhering to these guidelines, contractors ensure efficient communication, proper job verification, and maintain a professional image while representing Edge Green Cleaning.

### **1. Mandatory Usage:**

- The Service Fusion app is required for all contracts completed with Edge Green Cleaning.
- Verification of completed contracts and approves invoices.

### **2. Status Updates:**

- Contractors must use the app's status options in the duration of travel to the site and contract completion.

### **3. On-Site Phone Usage:**

- For necessary personal calls, excuse yourself to your vehicle.

## **Cleaning Supplies Guidelines:**

By adhering to these guidelines, Edge Green Cleaning ensures environmentally friendly practices across all its operations, from cleaning to organizing services.

### **Approved Products**

**1. Food-grade cleaners:**

- Baking soda
- Vinegar
- Lemon

**2. Green product lines:**

- 365 (Whole Foods brand)
- Method
- Ever Spring (Target Brand)
- Seventh Generation

**3. Other approved products:**

- Dawn or equivalent dish soap
- Rubbermaid commercial microfiber mop with washable heads

### **Regulations**

1. All cleaning supplies must adhere to Green Cleaning approved list.
2. Toxic products are strictly prohibited on Edge job sites.
3. No washable rags are permitted on toilets. Toilet washing must be done with a disposable wipe or paper towel.

### **Organizing Division Guidelines** (not cleaning services)

**1. Purchases:**

- Bins and improvements should be as sustainable as possible.
- All products should be PBA-free.

**2. Item Removal:**

- Utilize reusable containers/bags instead of plastic when removing items from job sites.

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## **Insurance and Liability**

### **1. Insurance Requirements:**

- Contractors must have General Liability insurance (minimum \$300,000 policy).  
Provide Certificate of Liability to Edge and submit policy renewals each year.

### **2. Policy Status:**

- Notify Edge of any policy lapses.
- Completing a contract without an active policy is grounds for contract cancellation.

### **3. Damage Responsibility:**

- Contact Edge office immediately upon causing damages.
- Document pictures and send them through the Service Fusion app.
- Contractor is liable for all job site damages and repairs.
- Repairs must be done by licensed professionals (approved by Edge and the client) at Contractor's expense.
- Repairs to be completed within 30 days.

### **4. Edge's Position:**

- Edge is not liable for contractor-caused damages.
- Edge reserves the right to pursue legal action if requirements are not met.
- Edge reserves the right to hold completed contract pay for damages.

## **Policy Compliance and Professional Conduct**

### **1. Adherence to Policies:**

- Follow all Edge policies and procedures strictly.

### **2. Ethical Behavior:**

- Maintain honesty and integrity in all interactions.
- Conduct business ethically and lawfully.
- Avoid deception and conflicts of interest.
- All contact with other possible cleaning leads during Edge contracts must be referred to Edge.

1. Ex: Loading your car at an Edge job site and a neighbor asks about cleaning services.

3. **Respect and Non-Discrimination:**

- Respect others' rights and avoid discrimination.
- Zero tolerance for harassment and bullying.

4. **Confidentiality:**

- Protect client information and Edge's intellectual property.

5. **Client Interactions:**

- No exchanging personal contact information with clients.
- Avoid unprofessional or controversial conversations.
- No selling/buying products or services to/from clients.
- Refrain from negative comments about clients or their homes. **Contractor Rights**

1. **Contract Approval:** Contractors can choose which contracts to accept.

2. **Safety:** Contractors are not required to work in unsafe conditions.

3. **Discretion:** Contractors have the freedom to prioritize their safety and security.

4. **Immediate Action:** If a contractor feels unsafe or disrespected, they should leave the job site immediately.

5. **Communication:** Contractors must call the office after leaving the site.

## **Scope of Work Guidelines:**

By following these guidelines, contractors ensure they meet Edge Green Cleaning's expectations for professional and consistent service delivery across all client sites.

1. **Adherence to Provided Scope:**

- Any questions or discrepancies should be directed to the Edge office.
- Follow the specific scope of work provided by Edge for each site.

2. **Work Modification Restrictions for Contractors:**

- Cannot add any work at a site without explicit authorization from the Edge Office.
- Cannot offer alternative services or discounts directly to clients is prohibited.
- Cannot adjust the cleaning day/schedules directly with the client.
- Cannot be at any Edge job site without Edge authorization.

3. **Timely Service:**

- - Arrive on time for scheduled services.
  - Complete services within a reasonable timeframe.
4. **Communication / Call Edge Office:**
- Maintain complete and accurate records of all contracts with Edge.
- Notify Edge if your service offerings change.
5. **Quality Assurance:**
- Ensure all tasks are completed to Edge Green Cleaning's standards.
  - Perform services only within areas of competence, qualifications and insurance coverage.
  - Contribute to the advancement of the profession through best practices and continuing independent industry education.
6. **Flexibility:**
- Be prepared to adjust to specific site requirements within the authorized scope and your offerings as a contractor.
7. **Documentation:**
- Use the Service Fusion app to document completion of tasks as per the contract.

## **Contractor Invoicing and Payment Policy:**

By adhering to this policy, contractors can ensure timely and accurate payment for their services. Edge Green Cleaning is committed to processing payments efficiently, provided all requirements are met.

1. **Invoice Submission:**
  - Deadline: Every Monday by 8:00 AM (for prior week's completed contracts).
  - Method: Submit via email.
2. **Late Submissions:**
  - Invoices received after the deadline are paid in the next pay period.
  - Edge will not process invoice payments without an invoice.
  - Edge will not ask for an invoice.
3. **Payment Schedule:**
  - Frequency: Weekly
  - Payment Period: One week in arrears (for work completed the previous week)

4. **Payment Method:**

- Electronic payment only

5. **Payment Timing:**

- Payments will be processed every Friday
- Deadline: 5:00 PM

6. **Important Notes:**

- Ensure all work is properly logged in the Service Fusion app
- Incomplete or inaccurate invoices may delay payment • It is the contractor's responsibility to submit invoices on time

7. **Questions or Concerns:**

- Contact the Edge Green Cleaning office for any invoice or payment-related issues

## **Work Date/Time Change Policies**

1. **Communication Protocol:**

- All schedule change requests must be made directly to EDGE, not to clients.
- Contractors must direct clients to contact EDGE for any schedule changes they request.
- Making schedule changes directly with clients is grounds for immediate termination of contracted jobs.

2. **Allowance:**

- 6 schedule change requests allowed per 4-month rolling period for both residential and commercial representatives.

3. **Notice Requirement:**

- Requests must be made with at least 72 hours' notice.
- Less than 24 hours' notice is considered a call-off (see separate policy).

4. **EDGE's Discretion:**

- EDGE reserves the right to deny schedule change requests based on client situations and move the contract to another contractor.
- Adherence to this policy is crucial for maintaining professional relationships with clients and EDGE.

5. **Approval**

- Edge will discuss a reschedule date with client.
- Contractor's file will be updated with the change.

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### **Potential Denial Reasons:**

Recent negative experiences for the client within the last 30 days.

- Any client complaints or consistent change requests from the agent.
- Other circumstances at EDGE's discretion.
- Contracted work will be offered to the backup list.
- Contractor may not have a chance to reschedule the contract.

## **Customer Feedback Handling Policy**

This policy demonstrates Edge Green Cleaning's commitment to maintaining high service standards, addressing client concerns promptly, and continuously improving their operations.

### **Compliments**

#### **1. Prompt Communication:**

- Compliments are sent to the contractor via a compliment form as soon as they are received.

#### **2. Documentation:**

- All compliments are documented in each contractor file.

#### **3. Appreciation:**

- Edge Green Cleaning values positive feedback as it reflects the quality of service provided by the contractor.

#### **4. Tips:**

- 100% of tips are sent to the contractor.
- If a client tips onsite, it is clearly marked for the contractor or Edge.
- If a client tips on their payment, Edge office will notify you of the tip amount.

### **Complaints**

#### **1. Initial Response:**

- The Edge office directly contacts the client to discuss the situation.
- The relevant contractor is also contacted.

#### **2. Resolution Process:**

- The contractor has an opportunity to discuss a resolution with Edge management.

- Edge prefers re-working the job over providing discounts to ensure client satisfaction.

### **3. Discount Policy:**

- If a discount is necessary due to quality issues or damages caused by the agent:
- Formula: Line-item cost minus portion incomplete/incorrect.
- Edge does not cover discounts due to contracted agent's negligence or error.
- Edge covers discounts if the error originates from their office.

### **4. Error Documentation:**

- Office errors are noted on the agent's complaint report.
- The client is notified if the error is from the Edge office.

### **5. Quality Improvement:**

- Discussions for process changes are conducted to prevent future quality issues.

### **6. Multiple Complaints:**

- If more than one client complains about quality within a 30-day period:
- The contractor may be placed on a 60-day contract probation.
- No new contracts are added to the contractor account during probation.
- Additional complaints during probation may result in immediate contract termination.

## **Emergency Response Policy**

By following this policy, contractors can ensure a prompt and effective response to emergencies while maintaining communication with Edge Green Cleaning.

### **Immediate Action**

#### **1. Call 911:**

- In the event of any emergency while on-site, immediately call 911 to request appropriate assistance (police, fire, or medical).

#### **2. Prioritize Safety:**

- Ensure your safety and the safety of others first. Emergency personnel will respond more quickly to the situation.

### **Post-Emergency Protocol**

#### **1. Contact Edge Office:**

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Once the emergency is under control and it is safe to do so, contact the Edge Green Cleaning office to inform them of the incident.

## 2. **Incident Reporting:**

- Be prepared to provide details about the emergency and any actions taken.