



CONTRACTOR HANDBOOK **2024-2025**

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About Lusso Clean

Lusso Clean is a premier Residential and Commercial Cleaning service dedicated to providing exceptional cleaning solutions to homeowners. With a strong focus on quality and customer satisfaction, Lusso Clean has established itself as a trusted name in the industry.



Expectations and Responsibilities

Lusso Clean holds high expectations for contractors who provide cleaning services on behalf of our company. We believe that delivering exceptional

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cleaning experiences to our clients begins with the dedication and professionalism of our contractors. Here are the key expectations we have:

1. **Punctuality and Reliability:** Contractors must arrive on time for scheduled cleaning appointments and consistently fulfill their commitments. Reliability is crucial to ensure a smooth and consistent service for our clients.
2. **Attention to Detail:** We expect our contractors to pay meticulous attention to detail when performing cleaning tasks. Every corner, surface, and area should be thoroughly cleaned, leaving no room for oversight.
3. **Quality and Consistency:** Consistently delivering high-quality cleaning results is essential. Contractors are expected to follow Lusso Clean's established cleaning standards and procedures to ensure a consistently exceptional experience for our clients.
4. **Professionalism:** We expect contractors to conduct themselves in a professional manner at all times. This includes maintaining a neat and tidy appearance, communicating effectively with clients, and respecting their privacy and property.
5. **Adherence to Policies and Guidelines:** Contractors must adhere to Lusso Clean's policies, guidelines, and procedures. This includes following safety protocols, using recommended cleaning products, and respecting any client-specific instructions or preferences.
6. **Communication and Feedback:** Open and proactive communication is valued. Contractors are encouraged to promptly communicate any challenges, issues, or client feedback to the appropriate channels within Lusso Clean.
7. **Positive Client Interactions:** Contractors should prioritize positive client interactions, ensuring that clients feel valued and respected. Being friendly, polite, and responsive to client inquiries or concerns contributes to a positive customer experience.

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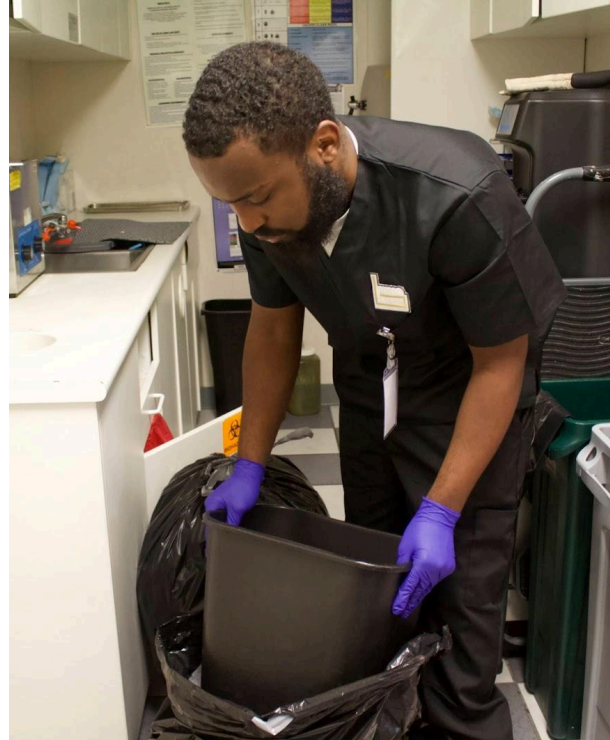
By upholding these expectations, contractors representing Lusso Clean contribute to our reputation as a premier house cleaning service. We value the dedication and commitment of our contractors and strive to maintain a collaborative and supportive working relationship with them. Together, we create clean and inviting homes for our valued clients.



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Lusso Clean expects contractors who provide cleaning services for our company to fulfill specific responsibilities to ensure the highest level of service and customer satisfaction. Here are the key responsibilities we expect from our contractors:

1. **Thorough Cleaning:** Contractors are responsible for performing thorough and meticulous cleaning tasks in accordance with Lusso Clean's standards. This includes dusting, vacuuming, mopping, sanitizing surfaces, cleaning bathrooms, and other essential cleaning duties.
2. **Adherence to Cleaning Standards:** Contractors must adhere to Lusso Clean's established cleaning standards and follow the prescribed cleaning procedures. This ensures consistency and quality across all cleaning assignments.

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3. **Timely Completion:** Contractors are expected to complete cleaning tasks within the agreed-upon timeframe. Punctuality is crucial to provide efficient and reliable service to our clients.

4. **Respect for Client Property:** Contractors must treat clients' homes and belongings with utmost respect. They should handle items carefully, ensuring no damage or disruption occurs during the cleaning process.

5. **Effective Communication:** Contractors are encouraged to maintain open lines of communication with Lusso Clean and clients. Timely and effective communication regarding any scheduling changes, client requests, or concerns is essential.

6. **Professional Conduct:** Contractors are expected to conduct themselves in a professional manner at all times. This includes maintaining a neat appearance, being polite and courteous to clients, and respecting their privacy and confidentiality.

7. **Compliance with Safety Procedures:** Contractors must adhere to Lusso Clean's safety protocols to ensure a safe working environment. This includes using cleaning products properly, handling equipment safely, and following any specific safety guidelines provided.

8. **Flexibility and Adaptability:** Contractors should demonstrate flexibility and adaptability to meet client needs and accommodate any changes or special requests that may arise during the cleaning process.

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9. Feedback and Continuous Improvement: Contractors are encouraged to provide feedback, suggestions, and insights to Lusso Clean to contribute to ongoing improvements in service quality and customer satisfaction.

By fulfilling these responsibilities, contractors working with Lusso Clean contribute to maintaining our reputation as a trusted and reliable house cleaning service. We value the dedication and professionalism of our contractors and strive to foster a mutually beneficial working relationship. Together, we ensure that our clients' homes receive the exceptional cleaning they deserve.

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Quality Standards

Lusso Clean Quality Control Policy (Commercial & Residential)

1. Purpose:

The purpose of the Lusso Clean Quality Control Policy is to establish a framework that ensures the delivery of consistently high-quality cleaning services to our valued clients. This policy outlines the guidelines, processes, and responsibilities required to maintain excellence and exceed customer expectations.

2. Quality Standards:

a. Lusso Clean is committed to delivering cleaning services that meet or surpass industry standards and client expectations.

b. All cleaning tasks must adhere to the specific requirements outlined by the client and Lusso Clean's cleaning plans.

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3. Training and Development:

a. Lusso Clean shall provide regular training and development opportunities to all cleaning staff, ensuring they are well-versed in the latest cleaning techniques, safety protocols, and customer service skills.

b. Ongoing training programs shall be conducted to update staff on new equipment, eco-friendly practices, and industry best practices.

4. Pre-Inspection and Client Communication:

a. Before commencing any cleaning project, Lusso Clean staff will conduct a thorough pre-inspection of the area to be cleaned, noting any client preferences and special requirements.

b. Open communication with clients will be encouraged to understand their specific needs and address any concerns.

5. Standard Operating Procedures (SOPs):

a. Lusso Clean shall establish and maintain detailed Standard Operating Procedures for various cleaning tasks to ensure consistency and efficiency.

b. Cleaning staff must strictly adhere to these SOPs to maintain the desired level of quality.

6. Quality Control Checks:

a. Regular quality control checks shall be performed by designated supervisors or quality control personnel.

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b. These checks will verify that all cleaning tasks meet the established standards and identify areas for improvement.

7. Immediate Issue Resolution:

a. In the event of a client concern or complaint, Lusso Clean shall respond promptly and professionally.

b. A corrective action plan will be implemented to address and rectify any issues, ensuring customer satisfaction.

8. Environmental Responsibility:

a. Lusso Clean is committed to promoting environmentally friendly cleaning practices.

b. The use of eco-friendly cleaning products and equipment shall be encouraged whenever possible.

9. Customer Feedback:

a. Lusso Clean will actively seek and encourage customer feedback regarding the quality of our services.

b. Client feedback will be used to identify strengths and areas for improvement.

10. Continuous Improvement:

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a. Lusso Clean is committed to continuously improving its quality control processes and services.

b. Regular reviews and evaluations of the Quality Control Policy shall be conducted to adapt to evolving industry standards and client needs.

11. Compliance with Regulations:

Lusso Clean will comply with all relevant industry regulations and safety standards to ensure the well-being of both clients and staff.

12. Communication of the Policy:

The Quality Control Policy will be communicated to all Lusso Clean staff, and they will be expected to fully understand and adhere to the principles outlined in this policy.

At Lusso Clean, quality is our top priority. Through the implementation of this Quality Control Policy, we aim to consistently deliver exceptional cleaning services and maintain the trust and satisfaction of our valued clients.

These quality standards reflect Lusso Clean's commitment to delivering exceptional cleaning services to our clients. By adhering to these standards, we ensure that every space we clean is maintained to the highest level of cleanliness, leaving our clients satisfied and their environments spotless.

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Our Services

Lusso Clean offers a comprehensive range of cleaning services to cater to various needs and preferences. Here are some of the types of cleaning services provided by Lusso Clean:

1. Regular House Cleaning: This includes routine cleaning tasks to maintain a clean and tidy home on a regular basis. It typically involves dusting,

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vacuuming, mopping, bathroom cleaning, kitchen cleaning, and general surface cleaning.

2. Deep Cleaning: A more thorough and detailed cleaning service that goes beyond regular cleaning. Deep cleaning targets hard-to-reach areas, removes built-up grime and dirt, and focuses on areas that may be neglected during routine cleaning.

3. Move-In/Move-Out Cleaning: Specifically designed for clients who are moving into or out of a property. This service ensures a thorough cleaning of the entire space, including deep cleaning of all rooms, fixtures, appliances, and surfaces.

4. Post-Construction Cleaning: This service is tailored for clients who have recently completed construction or renovation work. It involves removing construction debris, dust, and dirt, as well as cleaning and sanitizing all surfaces to restore the space to a clean and livable condition.

5. Specialized Cleaning Services: Lusso Clean offers specialized cleaning services that target specific areas or requirements. This may include window cleaning, carpet cleaning, upholstery cleaning, tile and grout cleaning, or other specialized cleaning tasks based on client needs.

6. Seasonal Cleaning: These services are designed to tackle cleaning tasks specific to different seasons or occasions. For example, spring cleaning involves deep cleaning and organizing to refresh the home after winter, while holiday cleaning focuses on preparing the space for festive celebrations.

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7. Customized Cleaning Solutions: Lusso Clean understands that every client has unique cleaning requirements. Therefore, we offer customized cleaning solutions tailored to individual needs, preferences, and specific cleaning instructions provided by the client.

By offering a wide range of cleaning services, Lusso Clean aims to provide flexible options that cater to diverse client needs. Whether it's regular maintenance, deep cleaning, specialized services, or custom solutions, Lusso Clean is committed to delivering exceptional cleaning experiences for every client.

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Safety Procedures



Safety is of utmost importance when providing cleaning services. Here are some safety procedures that contractors need to follow when cleaning for Lusso Clean:

1. Personal Protective Equipment (PPE): Contractors must wear appropriate personal protective equipment, such as gloves, goggles, and masks, as required by the task and cleaning products used. PPE helps protect against potential hazards and ensures personal safety.
2. Chemical Handling and Storage: Contractors should handle cleaning chemicals safely, following manufacturer instructions and guidelines. Proper dilution, storage, and labeling of chemicals are crucial to prevent accidents and ensure the safety of both contractors and clients.

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3. Ventilation: Adequate ventilation is essential during cleaning tasks, especially when using chemical cleaners. Contractors should open windows or use fans to ensure proper airflow and minimize exposure to potentially harmful fumes.

4. Slip and Fall Prevention: Contractors must be mindful of potential slip and fall hazards. They should promptly clean up spills, use caution signs when necessary, and ensure that wet surfaces are adequately dried to prevent accidents.

5. Electrical Safety: Contractors should exercise caution around electrical outlets and appliances. They should unplug electrical equipment before cleaning and avoid using damaged or frayed cords. Contractors should also be mindful of the placement of cords to prevent tripping hazards.

6. Ladder Safety: When using ladders or step stools for tasks such as reaching high areas or cleaning windows, contractors should follow proper ladder safety practices. This includes ensuring the ladder is stable, using three-point contact when climbing, and not overreaching.

7. Safe Handling of Equipment: Contractors should use cleaning equipment properly and safely. This includes following operating instructions, using equipment only for its intended purpose, and promptly reporting any malfunctioning or damaged equipment.

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8. Ergonomics: Contractors should practice proper body mechanics to avoid strains and injuries. This includes lifting heavy objects correctly using the legs, maintaining proper posture while cleaning, and taking regular breaks to prevent fatigue.

9. Client Privacy and Security: Contractors must respect client privacy and adhere to confidentiality guidelines. They should avoid discussing personal client information with others and ensure that any client-specific information or documents are securely stored and protected.

10. Emergency Preparedness: Contractors should be familiar with emergency procedures, such as evacuation routes, in case of fire or other emergencies at the client's premises. They should know the location of fire extinguishers and other safety equipment.

Lusso Clean prioritizes safety for both contractors and clients. By following these safety procedures, contractors can ensure a secure and risk-free environment while delivering top-notch cleaning services.

Here are similar safety rules for when working on a construction site to clean.

Safety is of utmost importance when working inside a construction site to clean the building. Here is a comprehensive safety protocol for your contractors:

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1. Safety Training: Ensure that all contractors receive thorough safety training before starting work. This should include general construction site safety, hazard identification, emergency procedures, and proper use of personal protective equipment (PPE).

2. Personal Protective Equipment (PPE): Require all contractors to wear appropriate PPE at all times while inside the construction site. This should include hard hats, safety goggles, high-visibility vests, steel-toed boots, and gloves. Respirators or masks may be needed if there is dust or hazardous materials present.

3. Site Inspection: Conduct a safety inspection of the construction site before the cleaning work begins. Identify potential hazards, such as exposed wiring, unstable structures, or uneven surfaces, and address them before allowing contractors to enter.

4. Communication: Establish clear communication procedures, including radios or mobile phones, to maintain constant contact between contractors and supervisors. In case of an emergency, a communication system will be crucial to quickly respond to any issues.

5. Work Permits and Check-In/Check-Out Procedures: Implement a system where contractors must obtain work permits before entering the site for cleaning. Additionally, set up check-in and check-out procedures to keep track of personnel on-site.

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6. Restricted Areas: Clearly mark and restrict access to hazardous areas within the construction site. Contractors should only work in the designated cleaning areas and avoid any active construction zones.
7. Emergency Evacuation Plan: Develop a detailed emergency evacuation plan and ensure that all contractors are familiar with the escape routes, assembly points, and procedures in case of an emergency.
8. Safe Equipment Handling: If specialized equipment is required for cleaning tasks, make sure that contractors are trained in its proper use and handling. Regular maintenance and inspection of equipment are essential for safety.
9. Ladder Safety: If contractors need to use ladders for cleaning tasks, ensure they are properly trained in ladder safety. The ladders should be in good condition and used according to manufacturer guidelines.
10. Electrical Safety: If any electrical equipment is used during the cleaning process, ensure that it is grounded, and contractors are aware of electrical safety practices to avoid potential hazards.
11. First Aid and Medical Facilities: Have a well-equipped first aid kit on-site and establish access to medical facilities in case of injuries or accidents.
12. Heat and Hydration: If the cleaning work is performed in hot conditions, provide access to drinking water and encourage contractors to take regular breaks to prevent heat-related illnesses.

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13. Chemical Safety: If cleaning products involve the use of chemicals, ensure contractors are trained in their proper handling, storage, and disposal. Material Safety Data Sheets (MSDS) should be readily available for reference.

14. Security Measures: Implement security measures to prevent unauthorized access to the construction site during cleaning operations.

15. Regular Safety Meetings: Conduct regular safety meetings to reinforce safety protocols, address any concerns, and share lessons learned from incidents or near misses.

Remember, safety is a collaborative effort, so encourage contractors to actively participate in maintaining a safe working environment. Continuously assess and improve safety procedures as needed to ensure a secure cleaning process within the construction site.

Appearance and Identification Policy

At Lusso Clean, we place a high value on professionalism and client safety. To uphold a consistent and respectful appearance while working on client properties, all contractors are expected to adhere to this Dress Code and

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Identification Policy. Although you are not considered employees, we expect you to dress appropriately and present a clean, professional image at all times. This policy outlines the dress code requirements and identification procedures for Lusso Clean contractors.

Dress Code Requirements:

1. Color Code: Contractors are required to wear all black or all blue clothing when working but have that option. Contractors are required to look uniformed and put together at all times on any job assigned by Lusso Clean.

2. Clean and Neat Appearance: Contractors are expected to maintain a clean and neat appearance at all times. This includes ensuring that clothing is free of stains, wrinkles, and tears.

3. No Logos or Graphic Shirts: Contractors should refrain from wearing clothing with logos or graphics, as it may distract from a professional appearance.

4. No Offensive Content: Clothing with offensive language, curse words, or inappropriate graphics is strictly prohibited.

5. Maintaining good hygiene while working with Lusso Clean is essential for professionalism, safety, and health. Employees should arrive to work clean

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and well-groomed, wearing fresh uniforms and avoiding body odor, strong smells, or lingering smoke odors. Fingernails should be clean and trimmed, teeth brushed, and clothing free of dirt or stains. Proper hygiene not only ensures a professional appearance but also creates a fresh and comfortable environment for both clients and coworkers.

Identification Badge:

1. Photo for Badge: Prior to starting their first job with Lusso Clean, contractors are required to provide a high-quality, passport-style photograph for their identification badge. The photograph must be clear, well-lit, and without any obstructions.
2. Badge Issuance: Contractors will receive their identification badge during their first job assignment. The badge should be worn at all times while on a client's property.
3. Badge Display: The identification badge should be prominently displayed on the upper body and should be easily visible to clients. The badge includes the contractor's name, a clear photograph, and the Lusso Clean logo.

Compliance and Enforcement:

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Failure to comply with this Dress Code and Identification Policy may result in corrective action, including warnings, suspension, or termination of the contract, depending on the severity of the violation.

We appreciate your commitment to maintaining a professional image while representing Lusso Clean. Adhering to this Dress Code and Identification Policy is essential in ensuring the satisfaction and safety of our clients. If you have any questions or concerns regarding this policy, please reach out to your supervisor or the designated point of contact for contractors. Thank you for your cooperation.

Equipment and Supply Policy

1. Option to Borrow Supplies

Contractors have the option to either use their own equipment and supplies or borrow supplies and request refills for chemicals at no cost. However, all borrowed equipment that is broken, lost, or stolen is the contractor's responsibility, and they must reimburse Lusso Clean for its replacement.

2. Requesting Chemical Refills

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Contractors in need of chemical refills must submit a request through the refill request button in their profile. Contractors are required to return empty containers before receiving new supplies to prevent waste or misuse. Lusso Clean reserves the right to charge for excessive use or lost supplies if necessary.

Supply Distribution System

Since Lusso Clean provides cleaning supplies to contractors, a structured system is in place for initial distribution and refills to ensure efficiency and accountability.

1. Initial Supply Kit

When a contractor starts, they receive a standardized cleaning kit based on the type of jobs they'll handle.

What's Included in the Kit?

- General cleaning supplies (e.g., all-purpose cleaner, disinfectant, glass cleaner)
- Specialty supplies (e.g., floor wax, degreaser, stainless steel cleaner)
- Tools (e.g., microfiber cloths, mop, bucket, duster, gloves)
- Personal Protective Equipment (PPE) (e.g., masks, safety goggles, shoe covers if needed)

Contractors must sign a checklist acknowledging receipt of their supply kit.

2. Supply Distribution Process

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Contractors receive supplies through one of the following methods:

- Pickup: Contractors collect supplies from a designated location (e.g., Lusso Clean office or storage unit).
- Delivery: Supplies can be delivered to job sites or directly to contractors when feasible.

3. Refill System

To request additional supplies, contractors must use Lusso Clean's **refill request system in their profile for easy submission.

- Job-Based Refills: If supply needs vary by location, refills may be provided per job.

4. Accountability & Costs

- Contractors must return any borrowed supplies or equipment when no longer needed or upon contract termination. Failure to return borrowed items may result in replacement charges.
- Contractors must return empty containers before receiving new supplies to prevent waste or misuse.
- Excessive use or lost supplies may result in charges to the contractor.
- Bulk supplies may be provided at job sites if it improves efficiency.

5. Use of Personal Equipment

Contractors who choose to use their own equipment and supplies are responsible for providing all necessary items, including vacuum cleaners, mops, buckets, cleaning cloths, and specialized cleaning solutions or tools.

6. Proper Usage

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Contractors are expected to use their equipment and supplies effectively and efficiently for Lusso Clean assignments. All equipment should be suitable for the assigned tasks, and supplies must meet the required quality standards.

7. Maintenance and Cleaning

Contractors are responsible for maintaining and cleaning their equipment and supplies. Regular upkeep, such as cleaning or replacing filters, lubricating moving parts, and disinfecting reusable items, is necessary to ensure optimal performance.

8. Compliance with Safety Guidelines

Contractors must adhere to all safety guidelines regarding equipment and supply usage. This includes wearing appropriate personal protective equipment (PPE) when necessary and exercising caution when handling potentially hazardous cleaning chemicals.

9. Product Selection

Contractors may choose their preferred cleaning products and supplies, provided they meet safety standards and are appropriate for the assigned tasks. High-quality products that deliver effective and safe cleaning results should be prioritized.

10. Compliance with Client Requests

Contractors should accommodate client-specific requests regarding equipment and supplies, provided they align with safety guidelines and do not compromise the quality of service.

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11. Return of Personal Equipment

Contractors retain ownership of their personal equipment and supplies. Upon contract termination or assignment completion, they are not required to return any personally owned equipment to Lusso Clean. However, any borrowed supplies or equipment must be returned.

By adhering to this Equipment and Supply Policy, contractors working for Lusso Clean can ensure efficient and safe cleaning operations while maintaining the quality standards expected by our clients.

Communication Channels

Lusso Clean provides convenient and efficient communication channels to ensure seamless interaction between contractors and the Lusso Clean office and managers. Here are the primary communication channels used:

1. **When I Work App:** Lusso Clean utilizes the When I Work app, a user-friendly scheduling and communication platform. Contractors can access their schedules, view assigned tasks, and communicate directly with the office and managers through the app. It serves as a centralized hub for updates, notifications, and important information related to their assignments.

2. **Email:** Contractors can reach out to the Lusso Clean office and managers through email. Email communication allows for detailed and formal

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discussions, making it suitable for inquiries, feedback, or any non-urgent matters. Contractors can expect timely responses and efficient coordination via email.

3. Text Messaging: For quick and direct communication, contractors can utilize text messaging. Text messaging is convenient for brief messages, task-related updates, or immediate queries that require prompt responses. Contractors can expect timely replies to their text messages from the Lusso Clean office and managers.

These communication channels facilitate effective and timely information exchange, ensuring that contractors receive necessary updates, instructions, and support from the Lusso Clean office and managers. Whether it's scheduling changes, task-related queries, or general inquiries, contractors can rely on these channels to stay connected with the Lusso Clean team.

Payment and Invoicing

Payment and Invoicing Guidelines

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This information outlines the Payment and Invoicing Guidelines for subcontractors at Lusso Clean. It emphasizes the importance of timely and accurate submission of the **online work completion form** on the worker dashboard, which serves as the invoice. It also covers payment methods, contractor responsibilities, and tips, while highlighting the importance of communication with Lusso Clean for payment-related concerns.

1. **Payment Methods**

- a. Lusso Clean offers two payment methods: checks and direct deposit.
- b. Contractors are encouraged to provide their preferred payment method during the onboarding process.

2. **Pay Schedule**

- a. Lusso Clean submits payments to contractors on a bi-weekly schedule (every two weeks).
- b. Contractors can expect to receive their payment via their chosen payment method within the same business day, provided the **work completion form** is submitted promptly.

3. **Online Work Completion Form**

- a. Contractors are required to complete the online work completion form on their worker dashboard for every job.
- b. This form serves as an invoice and must be submitted accurately and on time to ensure prompt payment.

4. **Customer Complaints**

- a. In the event of a customer complaint regarding a completed job, Lusso Clean reserves the right to hold payment temporarily until the issue is resolved.

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b. Contractors should address customer complaints promptly and work towards a satisfactory resolution to avoid payment delays.

5. **Contractor Liability**

a. Lusso Clean will not cover damages or mistakes made by the contractor.

b. Contractors are responsible for any damages, errors, or omissions they may cause and should take necessary measures to prevent such incidents.

6. **Tips**

a. All tips received from customers are 100 percent yours to keep.

b. Alternatively, if working with a teammate, tips can be split as per the customer's preference.

7. **Communication**

a. Contractors should promptly communicate any payment-related concerns or questions to the designated point of contact within Lusso Clean's administration.

b. Lusso Clean is committed to addressing any payment inquiries and ensuring a smooth payment process for its contractors.

Note: It is important to review and sign a contractor agreement that outlines the specific terms and conditions of payment. These guidelines are intended to provide an overview, and the details may vary based on individual agreements and any applicable local regulations.

By following these payment and invoicing guidelines, contractors at Lusso Clean can expect timely payments for completed jobs, as long as the **online work completion form** is submitted by the specified deadline. Contractors should also be aware that they are entitled to keep 100 percent of the tips

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received from customers or split them with teammates as per the customer's preference. Contractors remain responsible for any damages or mistakes incurred during their service.

Lusso Clean Contractor Non-Solicitation Policy

At Lusso Clean, we prioritize the privacy and trust of our clients. To maintain the highest standards of professionalism and client confidentiality, all contractors are required to adhere to this Non-Solicitation Policy. This policy prohibits contractors from directly communicating with clients for purposes outside of their assigned tasks and outlines specific guidelines to protect client relationships and information.

Non-Solicitation Guidelines:

1. Client Communication: Contractors are prohibited from directly communicating with Lusso Clean clients outside of the scope of their assigned tasks. This includes not initiating conversations, phone calls, or email exchanges with clients for personal or business purposes.

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2. Confidential Information: Contractors are strictly prohibited from sharing their personal information or personal business information with clients. This includes, but is not limited to, personal contact information, social media profiles, and details about their own businesses or services.

3. Booking Services: Contractors are not allowed to attempt to book cleaning services directly with clients outside of the official Lusso Clean channels. Any client inquiries regarding service bookings should be directed to the Lusso Clean office. If a client expresses interest in booking services in the future, contractors should advise them to contact the office for assistance.

4. Business Cards and Contact Information: Contractors must not leave behind business cards, flyers, or any promotional materials with clients. Sharing personal contact information, such as phone numbers or email addresses, with clients is also strictly prohibited.

Enforcement and Consequences:

Violation of this Non-Solicitation Policy may result in legal action and contractual termination. Contractors found to be in breach of these guidelines may be subject to legal action and may no longer be eligible to work with Lusso Clean. Lusso Clean reserves the right to pursue legal remedies against contractors who engage in unauthorized solicitation.

Compliance:

All contractors are expected to read, understand, and comply with this Non-Solicitation Policy. If you have any questions or require clarification

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regarding any aspect of this policy, please contact the Lusso Clean management or HR department.

We appreciate your commitment to upholding the reputation and trust of Lusso Clean and our valued clients.

Performance Evaluation

Performance Evaluation Process for Contractors at Lusso Clean:

At Lusso Clean, we value the performance and professionalism of our contractors. To ensure a high standard of service, we have established a performance evaluation process. Here are the steps we take to determine a contractor's performance and their continued engagement with Lusso Clean:

1. Performance Metrics:

- a. We define key performance metrics specific to the cleaning tasks and responsibilities expected from our contractors.
- b. These metrics may include factors such as quality of work, adherence to schedules, customer satisfaction, communication, and professionalism.

2. Performance Tracking:

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a. We track the performance of each contractor using a standardized evaluation system.

b. Evaluations are conducted periodically, typically every six months, to assess performance over a designated period.

3. Evaluation Criteria:

a. We have established a set of criteria against which contractors are evaluated.

b. These criteria reflect our expectations and standards for excellence in cleaning service delivery.

4. Performance Grading:

a. Contractors receive a performance grade ranging from A to F based on their evaluation results.

b. The grading scale helps us objectively assess and communicate a contractor's performance level.

5. Evaluation Factors:

a. Performance evaluations consider multiple factors, including quality of work, reliability, punctuality, communication, customer feedback, and adherence to company policies and procedures.

b. Each factor is weighted appropriately to provide a comprehensive evaluation of a contractor's performance.

6. Performance Review Meeting:

a. Following the evaluation, a performance review meeting is scheduled with the contractor.

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b. During the meeting, the evaluation results and feedback are discussed in a constructive manner.

7. Feedback and Improvement:

a. We provide specific feedback to the contractor, highlighting areas of strength and areas that require improvement.

b. We offer guidance and support to help contractors enhance their performance and meet the expected standards.

8. Continued Engagement:

a. Contractors who demonstrate consistent performance at or above the expected standards are encouraged to continue working with Lusso Clean.

b. Contractors who receive a grade below the expected standards will be offered opportunities for improvement and will be closely monitored in subsequent evaluations.

9. Communication of Performance Grades:

a. We communicate performance grades to contractors via email every six months.

b. The email includes a summary of the evaluation results, feedback, and recommendations for improvement if necessary.

10. Support and Development:

a. We provide resources, training, and ongoing support to help contractors enhance their skills and improve their performance.

b. Contractors are encouraged to seek assistance, ask questions, and actively participate in their professional development.

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By implementing this performance evaluation process, we ensure that our contractors meet the high standards of service that Lusso Clean strives to deliver. The process promotes transparency, continuous improvement, and accountability, ultimately leading to an exceptional cleaning experience for our clients.

Evaluation Factors

Performance evaluation factors are criteria used to assess an individual's or an employee's job performance and contributions to the organization. These factors may vary based on the specific role and goals of the employee, but here are some commonly used performance evaluation factors:

1. **Job Knowledge:** The extent to which the employee possesses the necessary knowledge and skills to perform their job effectively and efficiently.
2. **Quality of Work:** The accuracy, completeness, and overall quality of the employee's work output and deliverables.
3. **Productivity:** The employee's ability to manage their workload, meet deadlines, and accomplish tasks in a timely manner.

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4. Communication Skills: How effectively the employee communicates with team members, clients, and superiors, both verbally and in writing.

5. Initiative and Creativity: The employee's willingness to take the initiative, think creatively, and propose innovative solutions to challenges.

6. Teamwork and Collaboration: The extent to which the employee collaborates with others, contributes to team goals, and maintains positive working relationships.

7. Problem-Solving: The ability to identify issues, analyze problems, and implement effective solutions.

8. Adaptability: How well the employee adapts to changes in the work environment or job requirements and shows resilience in the face of challenges.

9. Leadership Skills: For managerial positions, the employee's ability to lead and motivate their team, delegate tasks, and foster a positive work environment.

10. Customer/Client Relations: For roles involving interactions with customers or clients, the employee's ability to provide excellent service and address customer needs.

11. Attendance and Punctuality: The employee's reliability in terms of attendance and punctuality.

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12. Goal Achievement: The employee's progress in achieving individual and organizational goals set during previous evaluations.

13. Professionalism: The employee's conduct, ethics, and adherence to company policies and values.

14. Personal Development: The efforts the employee takes to improve their skills, knowledge, and professional growth.

15. Safety and Compliance: For certain roles, the employee's adherence to safety regulations and compliance with relevant industry standards.

These performance evaluation factors provide a comprehensive view of an employee's performance, helping employers identify strengths, areas for improvement, and potential for growth within the organization.

Insurance Coverage

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Thimble

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Complete Guide to how to use the App

Guide for Contractors: How to Use the When I Work App

The When I Work app is a user-friendly platform designed to streamline scheduling, task management, and communication for contractors at Lusso Clean. This guide will walk you through the essential features and functions of the app to help you effectively navigate and utilize its capabilities.

Step 1: Download and Login

- Download the When I Work app from your device's app store (available for iOS and Android).
- Launch the app and enter your login credentials provided by Lusso Clean.
- If you don't have login credentials or need assistance, reach out to the Lusso Clean office.

Step 2: View Your Schedule

- After logging in, you will land on the "Schedule" tab.
- The schedule displays your assigned shifts, job details, and shift timings.
- Use the calendar view to navigate between dates and view upcoming shifts.

Step 3: Confirm Shifts and Availability

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- To confirm your availability or request time off, tap on the shift you wish to modify.

- Select the desired availability status (available, unavailable, time off).

- You can add notes or reasons for your availability change, if necessary.

Step 4: Receive Shift Notifications

- Ensure that your app notifications are enabled to receive shift reminders and updates.

- When a new shift is assigned or there are changes to your schedule, you will receive a notification.

Step 5: Clocking In and Out

- When you arrive at your scheduled shift, tap on the "Clock In" button within the app.

- Similarly, tap "Clock Out" when you finish your shift.

- This feature helps track your work hours accurately.

Step 6: Task Management and Completion

- Under the "Tasks" tab, you can view your assigned cleaning tasks.

- Mark tasks as completed by tapping on the checkbox next to each task.

- If there are specific instructions or details, tap on the task to view additional information.

Step 7: Communication with the Lusso Clean Office

- Use the "Messages" tab to communicate directly with the Lusso Clean office.

- You can send messages, ask questions, and receive important updates.

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- Ensure you check your messages regularly for any updates or information from the office.

Step 8: Updating Profile and Settings

- Access your profile and settings by tapping on the profile icon in the bottom menu.
- Review and update your personal information, including contact details and notifications preferences.
- It's essential to keep your profile up to date for effective communication.

Step 9: Troubleshooting and Support

- If you encounter any technical issues or need support with the When I Work app, reach out to the Lusso Clean office.
- They will provide assistance or guide you to resolve any concerns you may have.

Remember, the When I Work app is a valuable tool for managing your schedule, tasks, and communication with the Lusso Clean office. Familiarize yourself with its features and make it a regular part of your workflow to stay organized and informed.

Note: This guide provides a general overview of the When I Work app's functionality. The specific features available to you may vary based on the configuration and settings implemented by Lusso Clean.

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