

Invoice Expectations:

United Services Group has different payment terms, depending on the line of work/service completed:

- Day Porters – pay periods change every year based on Customer’s Calendar.
- Ontario CCD/Brick/Aritzia Invoices are due on the 25th of every month (except for Longo’s head office & Cronos which are due on the first business day of the month).
- Night Cleaning, Outside Services, QC/WEST/ATL CCD, Fashion Retail (except for Ontario Brick & Aritzia which follow deadlines as per bullet#2) are all due on the 2nd business day following completion (i.e.: November Invoices are due on December 2nd)
- Specials – invoices are due 48hrs from completion date and must be submitted with sign offs

As each service contract and customer is unique, to ensure complete understanding of payment terms please refer to the United Partner Agreement between United and your company. Pay schedule/terms for the location(s) your company is servicing will be outlined within this document.

Non-Compliance Fees:

United does not believe in hidden costs and wants to be transparent with all deductions and fees. Contractual clauses regarding, but not limited to, service quality, uniform requirements, health and safety are created for the safety and wellbeing of you and your employees as well as the requirements from our customers, for these reasons Non-Compliance of the Contractor Agreement is a serious matter.

No Show: Partner fails to provide cleaning services at contracted site.

***Price may vary based on availability and cost of replacement contractor

- RCSS **\$500.00 - \$650.00**
- Loblaw, Zehrs, Maxi, Provigo = **\$500.00+**
- Independent, RCWC, Metro, Extra Foods, IGA, Food Basics, No Frills, TJX, Keg, FreshCo, City Market, Value Mart, Adonis, Slegg = **\$200.00+**
- RCSL, Shoppers, Zara, Brick, Princess Auto, Aritzia, Cash&Carry H&M, SGS, OVO = **\$100.00+**

Poor Service: Scope of work not completed as outlined in the agreement:

- Amount depends on the task not complete

Uniform/ID Badge: Uniform and ID Badges are required for identification purposes and a requirement in the contract agreement.

- **\$25.00** fee per person
- Possible termination of contract if requirement is continuously neglected



Criminal Backchecks: Failure to complete and provide the requested criminal background check forms and 2 pieces of ID for each person within 10 business days of request:

- **\$50.00** – Company owner, per service location
- **\$50.00** – Each employee (if applicable)
- Possible termination of contract if requirement is not compliant within 30 days

Training: Failure to complete the required training will result in a training fee onsite by United Representative in the GTA:

- **\$150.00** per person
- **\$50.00** travel

NOTE: Outside of the GTA additional travel cost may occur.

Propane Violation: Not complying with the rules and regulations of safe propane handling and safe storage:

- Fee of **5%** of contractor monthly billing of store, and or final warning of termination

Cancellation Without Notice: Terminating a contract without 30 days WRITTEN notice:

- No Show fee (amount listed above) per day for the next 30 days

Termination of Contract: In the event the contract is terminated as pursuant to the Contractor Agreement, a Partner Change Over Audit (PCO) will be conducted.

- A quality evaluation of the location will be conducted, an audit of any United equipment, and any outstanding balances will be reviewed prior to releasing final payment. This process may take up to 60 days.

If you have any questions or concerns during the process your RPM is always available to discuss and update you on the status of the PCO closing date

Date: _____

UNITED CLEANING SERVICES LIMITED

PARTNER

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____