



UNITED DAY PORTER PARTNER MEETING

October 2018





PARTNER RELATIONS

- Invoice Due Dates
- Partnership Department Contacts
- Cost Breakdown Update
- Email Address Required
- Company Name Change
- Partner Portal



Partner Relations

October 2018



INVOICE DUE

- Invoices are Due on Mondays, after the pay period ends
- Non-compliance fees for late invoices \$25-\$100
- Warning Letter for late invoices
- Payment received 30 days from invoice submitted
- Revisions if required have the same timelines



PARTNER RELATIONS CONTACTS

ONTARIO WEST - (BC, Alberta, SASKATCHEWAN, MANITOBA, ONTARIO)

Regional Partner Manager – Wade LaRose

wade.larose@unitedservicesgroup.ca

Mobile: [\(647\)-241-4521](tel:647-241-4521)

Partner Program Coordinator – Kelly Baker

kelly.baker@unitedservicesgroup.ca

Toll free: [1 \(877\)-289-4299](tel:1-877-289-4299) EXT:281

QUEBEC EAST - (Quebec, New Brunswick, Nova Scotia, Newfoundland, PEI)

Regional Partner Manager – Genevieve Tardy

Genevieve.Tardy@unitedservicesgroup.ca

Mobile: [\(514\)-770-2296](tel:514-770-2296)

Partner Program Coordinator – Jacqueline Guerrero

jaqueline.guerrero@unitedservicesgroup.ca

Toll free: [1 \(877\)-289-4299](tel:1-877-289-4299) EXT: 307

DAY PORTERS - NATIONAL (All Regions)

Partner Program Coordinator – Anna Liparoti

anna.liparoti@unitedservicesgroup.ca

Toll free: [1 \(877\)-289-4299](tel:1-877-289-4299) EXT: 257



- Partner Email Addresses – To communication to all partners via emails
- Company Name Change – Your Partner Relations Rep needs to know
(Will avoid possible fee to reverse tax payment to wrong company name)
- Ordering Material
 - Red Pads for T3's
 - Joe Fresh Supplies only
- Sweep Logs
 - Customer Service REP initials at TIME in and OUT every day
 - Day Porter name must be printed
 - Number of Wet Signs in the store must be present
 - Store Manager or Manager on Duty must sign end of the week



UPDATES

- **Scope of Work**
- **Holiday Reminder**
 - If you plan on going on holidays, please send Day Services and your AM your holiday schedule with a list of contacts, emails and telephone numbers in your absence.
- **Extra Requests**
 - Specials (extra hours) will be managed and set-up with your Area Manager ONLY! Please only set-up with once extra hours have been approved by Area Manager, otherwise you will not get paid. Special porter slip must be filled out and submitted with your invoice once the job has been completed.
- **Schedules and Budgets**
 - Day Porters are required to follow the DAY PORTER WEEKLY SCHEDULES set forth by the customer. You cannot alter or adjust your schedule in anyway without Approval from United!
 - Loblaws expects all day porters to follow the day porter weekly schedules that is provided to you by UNITED ONLY!
 - Employees should not start work prior to their assigned start times, nor should they leave later than their assigned end times.
 - A Store Manager cannot make verbal or written requests directly to your or your cleaners.
 - You cannot go over budget, otherwise you cannot get paid for the extra hours.



- **T3/Karcher Machine Repairs (If applicable)**
 - T3/Karcher Machines (after hours/weekend requests) – Email Area Manager to dispatch a mechanic for T3/Karcher repairs, please copy Day Porter coordinator. A serial number and details of the issues including a photo if you can must be provided.
- **Janitorial Cart / Rubbermaid Yellow Vinyl Bag for cart**
 - Please notify your Area Manager, as we must get the District Manager Approval to order through Loblaws. Day Porter Coordinator will order janitorial cart or yellow Vinyl bag and will arrange to have it shipped directly to the store location. Note: do not purchase your own janitorial cart or Rubbermaid Yellow Vinyl Bag as you will not be reimbursed.
- **No Shows and Communication**
 - If you know that your day porter will be absent for an upcoming shift; please notify Area Manager ASAP; so the stores can be contacted right away. It is United policy to keep our customer informed, as well as prepare for alternative arrangements. \$50 Non-Compliance will be re-implemented, and you will be charged for each day a porter shift is missed– No questions asked.
 - Furthermore, it's important that you please respond and follow up with your Area Manager in a timely manner when an e-mail or phone call is directed to you regarding porter concerns/ or absence.



WINTER CARE TIPS

One of the greatest challenges during winter at store level is the amount of salt and slush being walked into the stores.

Slush/Water – With the snow and slush and rain being more common this time of year, be extra careful of the slippery conditions it creates.

- Have enough “wet floor” or “caution” signs on hand to place at the entrances, exits and any other areas where conditions become slippery or wet
- Use a mop and bucket (making sure to squeeze out the water from the mop each time) to dry the walkways as much as possible
- Be sure to enter your mopping and other spill clean-up activities into the sweep log
- In case of a slip and fall ensure the person is comfortable and then notify the store manager-on-duty and then notify your Supervisor and United Services Group immediately

Salt – Salt is spread around outside of all store entrances and eventually gets dragged in on customers’ feet and cart wheels. You can see where salt has been deposited because it leaves a white film or powder on the floor. Salt is corrosive to the finish on floors and quickly weakens the floor finish. Therefore it is important to properly clean areas around entrances where salt deposits tend to build up.



UNIFORM POLICY - Day Porters

As you are aware all day porters working within a United Services Group locations of service are required to wear a uniform. The uniform needs to be professional, clean, free from tears, holes, stains and faded material. If the uniform is in poor condition, the worker will be considered not in uniform. It is the associate's responsibility to maintain the uniform in a professional manner and/or communicate that a new uniform is required. A non-compliance charge of \$50.00 will be given in the event the Partners, or the employees do not follow the mandatory uniform standards.

The UNITED CLEANING SERVICES LIMITED DAY PORTER CONTRACTOR AGREEMENT provides as follows;;

a) cause its employees or agents to wear Day Porter cleaning uniforms as required by the Customer. The Contractor agrees that it will supply its employees or agents with such protective wear as is prescribed by law, from time-to-time, in the event such employees or agents are required to use potentially hazardous or corrosive chemicals or other solvents;

All Uniform orders are to be submitted directly to Camilo, Warehouse Manager at camilo.avila@unitedservicesgroup.ca I've attached the **Uniform Order Form**. It is **Mandatory** that the day porters wear the following:

United Services Group Uniform Criteria:

- United Services Group uniform; - **Royal Blue polo shirt;**
- No torn uniform, stains, fading of the polo shirts are acceptable;
- During winter months and/or cold days, black or white long sleeve turtle necks are approved to be worn under your uniform;
- In the Summer months (if necessary) white or black T-shirt under the UCSL uniform (no logo T-shirts are acceptable);
- Full length black or Navy pants (no jeans or track pants are acceptable);
- United Services Group uniform tucked in, and black belt if necessary;
- Black running shoes or Black comfortable shoes;.
- Safety shoes and Hard Hat to be worn if you are working before store opens and the store is under renovations;
- Hygiene is critical. Hair is to be combed and clean. Men are to be clean shaven;
- No baseball hats, but United has Blue Caps available
- No iPods, phones or head sets to be worn on the retail floor
- **ID Badges to be worn...** if you do not have an ID badge ... notify Day Services immediately - until your ID is received wear a Loblaw visitor badge so you will be identified;
- Don't forget to sign the Loblaw Customer Service Book upon the start and end of each shift.

Uniform Process:

Just a reminder in order to streamline the Uniform ordering process; please send your **United Uniform Order** requests directly to Camilo Avila our Warehouse Manager at camilo.avila@unitedservicesgroup.ca

The Uniform Order Form attached must be FILLED OUT, if you are having the uniforms shipped (**FedEx Ground service ONLY**) you MUST indicate the **shipping address**. If you are picking up the uniforms, please indicate the **DATE** and **TIME of pick-up**.

NOTE: All pick-ups are done at our warehouse. Please be sure to bring your order form.

Warehouse Hours of Operation:

- Mon 9am to 5pm
- Tues 9am to 5pm
- Wed 9am to 5pm
- Thurs 9am to 5pm
- Fri 9am-5pm



Criminal Background Checks and I.D. Badges

Criminal Background Checks

What is the purpose of a background check for employment?

A **background check** will investigate a candidate's **background** based on criteria determined by their prospective or current employer. A **check** of a candidate's **background** may include **employment**, education, criminal records, credit history, motor vehicle and license record **checks**.

If you fail to provide the required information as noted above you will be in default under your agreements with United.

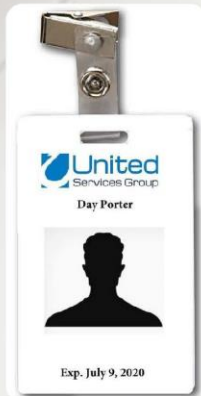


5 Benefits of Pre-Employment Background Screening:

1. Improved **Quality of Hire** ✓
2. Improved **Safety and Security** ✓
3. Improved **Regulatory Compliance** ✓
4. Decrease in **Negligent Hiring Risks** ✓
5. Decrease in **Employee Turnover** ✓

NOTE: UNITED CLEANING SERVICES LIMITED CONTRACTOR AGREEMENT, states in SECTION 5(a) – COVENANTS OF CONTRACTOR “employ and supply only capable and properly trained personnel who are legally employable in Canada and shall provide to United, if requested, and within a reasonable amount of time not to exceed ten (10) business days, copies of its employees’ Identification and work visas and criminal record checks”

This pertains to all of your employees, floaters, part timers, new employees, any personnel from your company providing services to a United contracted location. If your company fails to provide the required information as noted above you will be in default of your agreement with United.



I.D. Badges:

You and your employees are to obtain I.D. Badges for all your employees, any day porter without a badge will receive a **\$50 non-compliance fee** for each incident; as this is a **MANDATORY REQUIREMENT!**



SAFETY OUR TOP PRIORITY

SLIP AND FALLS

The following procedures are to be followed when a customer or store employee has slipped, tripped or fallen during a scheduled Day Porter shift.

Upon receiving notification of a slip & fall occurrence or witnessing an incident:

- Contact the Store Manager and/or Manager on Duty **immediately**
- Contact United Cleaning Services Ltd. and/or your employer after notifying the Store Manager.

If there is sufficient evidence of an injury, only qualified personnel should administer medical attention.

Caution Sign(s) must be placed in the area if any danger exists to avoid another potential incident.

The day porter will make a written and signed statement of the incident, with his/her supervisor present; and with a United Cleaning Services representative present.

The day porter sweep log will be photocopied for the Store Manager and the original will be kept for United Cleaning Services' records

The safety of all customers, United Services Group staff and store employees is of paramount importance to United Services Group. Every effort is made to ensure a clean and orderly retail floor area.

Prompt attention to a slip and fall incident is vital.



PARTNER PORTAL

- Partner Portal – Log in to your new portal for all your Training and view your communication updates
 - *Login: partnerusg*
 - *Password: teamwork*

