Always Clean
MAINTENANCE

CONTRACTOR FIELD GUIDE

Master Contractor Training Manual

Retail Sanitation Excellence · Edition 1.3

Safe. Visible. Done right, and documented — every visit.

Every standard in this manual protects three things: your safety, the store's reputation, and the contract that pays for the work.

WHAT'S INSIDE

- Your tools: the Visit app, the certificate, the portal
- Safety & conduct
- The visit, start to finish
- Service procedures
- When things go wrong
- Acknowledgement & terms

HOW TO USE THIS MANUAL

Your visit, start to finish

This is the single operating standard for every contractor working an Always Clean Maintenance site. It is organized in the order a visit actually happens — plan, arrive, work, document, hand over. Read it once in full before your first visit, then use it as a reference. It is deliberately short: if a rule isn't here, it isn't a rule.

Before your first visit

Read every section. Save the two links in Section 1 to your phone. Confirm you have the PPE and equipment in Sections 2 and 4.

During a visit

Follow Section 3 in order. For the service you're doing, follow its page in Section 4 — the order prevents cleaning things twice.

THIS MANUAL AND THE TRAINING PORTAL

Everything in this manual is also on the training portal — **training.alwayscleanmaintenance.ca** — with the training videos, a searchable FAQ, every document, and an **Updates** section where any change to a process is posted first. Where the portal and a printed copy of this manual disagree, the portal is current.

The four non-negotiables

If you remember nothing else from this manual, these four apply on every site, every visit, without exception.

01

Safety gear on, start to finish

Hard-toe rubber boots, hi-vis vest and safety glasses for the entire visit. Wet floor signs placed before water touches the floor.

02

Finished before it gets in anyone's way

Customer-facing work is done, dry and back in place before it interferes with the store, its staff or its customers.

03

Treat every person as gold

Managers, staff and customers. Eye contact, a smile, a friendly "Hi." Your demeanour is judged as closely as your work.

04

Never leave without a walkthrough — or the paperwork

Find the manager or night lead, confirm completion, invite inspection, fix anything they flag on the spot. Then the certificate and the finish questions, before you drive away.

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SECTION 1

Your tools

Four things, all on your phone. Set them up once, before your first visit.

The Visit app — AC Visit

- **visit.alwayscleanmaintenance.ca** — save it to your home screen (iPhone: Safari → Share → Add to Home Screen. Android: Chrome → ⋮ → Install). No login.
- Every PFG visit runs through it, in four steps on one screen: **Start visit** (the store, your crew, today's services, six commitments, your signature), **Before & After photos** for every service, the **Certificate** (opens the certificate and checks it arrived), and **Finish visit** (six questions, notes for the office, your signature).
- Everything it sends goes straight to the office as you go — photos, checklists, times. You never upload or attach anything.
- No signal? Keep going — what you enter waits on the phone and sends when the signal returns. The bar at the bottom shows what's still waiting.
- Your jobs come from the office: a calendar invitation for each visit, with the work order PDF linked in it. Can't see a job? Tell Dylan before your first stop.

The Digital Proof Certificate

- **certificate.alwayscleanmaintenance.ca** — save it to your home screen (iPhone: Safari → Share → Add to Home Screen. Android: Chrome → ⋮ → Add to Home screen).
- One per visit: find the store by number, add the crew, the site contact and the work order number, one line per service (area and standard note), **you sign, the site contact signs**, tap **Send certificate**. It goes straight to Dylan and is filed to the job. Wait for the green "Sent to Dylan" line, then text Dylan.
- Open it while you still have signal — in the truck, before you walk in. Once open it works without signal.
- It holds one visit at a time. Never tap **Start a new visit** until the last store shows **Sent ✓**.

The training portal

- **training.alwayscleanmaintenance.ca** — save this one too.
- Training videos for each service, this manual (read it or listen to it), a searchable FAQ, every document, and **Every Job Counts**, the contractor rewards.
- Type any word in the search box — "hut roof," "no signal," "Send certificate" — and it takes you to the answer.
- Check **Updates** every Monday. Any change to a process is posted there first.

The backup form

- A fillable PDF version of the certificate, for a day the website won't load or your phone is dead. Keep it saved on your phone and **two printed copies in your truck**.
- Fill it on your phone (Adobe Acrobat Reader) or on paper, then email it to Dylan — dylan.a@alwayscleanmaintenance.com — with the store number in the subject; he attaches it to the visit. The one-page instructions are on the portal under Documents.
- Your before and after photos in the Visit app carry on as normal, same as any other day.

Who to call — the full list, including emergencies and technical problems, is in Section 5.

EVERY JOB COUNTS

One standard, whether you have five jobs a month or fifty: show up on time and prepared, complete every job to standard, do the photo and form steps as described, no valid complaint. Hit it on every job in a month — a **100% month** — and you earn the monthly prize plus an entry in the quarterly grand prize draw. Every contractor who hits it is rewarded. Details on the portal under **Rewards**.

SECTION 2

Safety & conduct

The "treat as gold" standard

2.1 PPE and site safety — no exceptions

- **Hard-toe rubber boots, hi-vis vest and safety glasses** for the entire visit — not until the work heats up, the entire visit.
- **Wet floor signs** at storefront doors and at every interior work area — coolers, mats — **before** water touches the floor.
- **Zero trip hazards** once the store is open: no hose across a storefront or a customer walkway. Keep buckets to the side. Stay alert for customers whenever you're working with poles.
- **Pylons and caution tape** around your work area and the parking stalls you're using.

CRITICAL

Signage goes down **before** the water, not after. A wet floor sign placed after the first splash has already failed its purpose.

2.2 Entry codes

- PFG has given Always Clean access to every location by entry code, so you can work early or late as the job needs. The code for a store is in the **work order and the job notes** — never on the certificate.
- **Never share a code** — not with another contractor, not with a helper, not by text. Never write it on paper.
- Secure every door and gate you used before you leave. If a code doesn't work, call Dylan; don't force anything.

2.3 The "treat as gold" standard

Treat every store manager, staff member and customer as gold. Your demeanour is judged as closely as your cleaning results.

- **Be visible and engaged.** Don't walk past store staff. Eye contact, a smile, a friendly "Hi."
- **Build rapport.** Courteous and approachable with managers and their staff — it makes every future visit easier.
- **Respectful tone** in every interaction, including when something has gone wrong. If a customer or staff member raises a problem, listen, don't argue, and fix or report it (Section 5).

Where visits go wrong

- ✖ Vest, boots or glasses removed once the physical work heats up.
- ✖ Wet floor signs set out after the first splash instead of before.
- ✖ A hose left across the entrance after the store has opened.
- ✖ An entry code shared with someone, or a door left unsecured.
- ✖ Walking past staff without acknowledging them.

SECTION RECAP

100%
of the visit in boots, vest and glasses.

Before
water touches the floor, the sign is already down.

Never
share an entry code. Secure the doors when you leave.

SECTION 3

The visit, start to finish

Seven steps, every visit, in this order

3.1 Before you leave home — check the job

- Open the job — the calendar invitation from the office, with the work order PDF linked in it: address, arrival time, **the store's opening time**, the PFG work order number, the services, **job notes**, entry code. Read the notes every time — they change.
- **Timing.** Arrive early enough that any work that would interfere with the store, its staff or its customers is finished before it does. Look at the week's workload and notes, and **confirm the best times with Dylan at the start of the week** — or when a job is booked at short notice (your schedule comes from Bria; Dylan sorts changes with her). If you're unsure, ask. Clarity is cheaper than a redo.
- **Crew.** If a job looks like it needs two people — cooler and freezer doors alongside exterior work, for example — confirm with Dylan before the day.
- **Equipment for the day.** Go through every service on that day's work orders and make sure the equipment and product for each one is on the truck before you leave — the night before is better. In the truck as standard: PPE, pylons, wet floor signs, a 200-foot water hose, the paper backup form. Open the certificate form while you still have signal.

3.2 On arrival — before you touch anything

1. **Enter** with the code from the job notes. Secure the door behind you if the store is closed.
2. **Verify the water supply.** Confirm the storefront tap works — it's your source for all exterior work. **Dead tap?** Look for another source before anything else: the back of the store, the side, a neighbouring tenant. A 200-foot hose on the truck means a tap on the other side of the building still gets the job done. No water anywhere: call Dylan now, not after the countdown has started.
3. **Block off the parking stalls** next to the buggy huts with pylons — full access for cleaning, no overspray on customer vehicles.
4. **Start visit in AC Visit** — find the store by number (the work order number, package and today's services fill in from the job; untick anything not on today's job, add anything that is) → date → tap your name under **Crew** → the six commitments — branded shirt, PPE, pylons and signs, you've read the work order and understand every service, you have every tool and chemical, and what you'll do before you leave → sign → tap **Start visit**. No work starts before you've tapped it.

3.3 The work — and the photos

- Follow the procedure for each service in Section 4. The order matters: **surface first**, so nothing blows back onto clean work.
- **Before photo, service, after photo — every service, in the Visit app, as you go.** Every service on the job has its own card: tap 📷 **Before** (up to 5 photos a tap; tap again for more), do the work, and when it's done and dry tap 📷 **After**. The card turns green once it has both. Did a service that isn't listed? Add it at the bottom and photograph it too.
- Same spot, same angle, same distance — stand next to something you can find again. Landscape. Fill the frame. Let concrete dry before the after shot; wet looks dirty. No customers or licence plates in frame. Photograph the dirtiest areas in the before shot; in low light, use an external light if the flash isn't enough. Not in the certificate.

BEST PRACTICE — WASTE HAULERS

Scheduling coordinates our visits around the store's waste hauler. If a hauler arrives while you're on site, meet the driver and get their direct number — you'll see the same stores and the same drivers again, and a direct line is worth a lot when one of you is running late. If a hauler is late or doesn't show, tell the manager at your walkthrough and tell Dylan.

3.4 When you finish — pack up, then the walkthrough

- **Walk the site while you pack up.** Water off, hoses coiled and off walkways, equipment loaded, pylons and wet floor signs picked up once floors are dry, debris bagged, no standing water, stalls reopened, doors and gates you used secured.
- **Find the manager or night lead** — the site contact. State that every task on the work order is done. Report a late or missing hauler. Walk them through the site — point out the walk-in coolers and the clarity of the freezer doors.

- **Immediate redo.** A missed fingerprint, streak or spot flagged on the walkthrough is fixed on the spot. No debate, no scheduling it for next visit.

3.5 The Digital Proof Certificate — fill it in, both sign, send it

1. In AC Visit tap **Next: certificate → Open the certificate**; it opens in its own window. Still showing the last store? Tap **Start a new visit** — only once that store shows **Sent ✓**.
2. **Find the store by number** — the name, number and address fill in. Add the **crew** from the pick-list, the **site contact** (name and role — whoever you dealt with), the date and the **PFG work order number** from the job.
3. **One line per service:** pick the service, the **area on site** and the standard **"what was done"** note — or write your own. Never list a service twice. Tick the issues box only if the site contact needs to know something.
4. **Couldn't finish everything?** Tick **Work order NOT completed on this visit**, say what and why, then **call Dylan** and send the pre-filled **email to Bria** — both buttons are on the form. Could not do the visit at all? Still send a certificate — no services, NOT completed, the reason.
5. **Sign the Technician box.** Then hand the phone to the site contact to sign the **Site contact box**. Leave it blank only if no one is available or they decline.
6. Tap **Review & send**, check the store number, date and services, then tap **Send certificate**. Wait for the green **"Sent to Dylan"** line — the button turns to **Sent ✓**. Then **text Dylan** (226-577-2299) that it's sent.
7. **Back to AC Visit** — close the certificate window (✕ or Back on Android; on iPhone switch back to AC Visit). It shows **Certificate received by the office ✓** within a minute; not yet? Tap **Check it arrived**. Nothing to save, upload or email — the certificate is filed to the job by itself. No signal? It stays on your phone — tap Send certificate again from the truck, and tick **I sent the certificate** in AC Visit if the check can't run. Still nothing? **Email a copy to Dylan (backup)** from the same card and call him. Mistake after sending? Fix it and send again; text Dylan which copy is right.

3.6 Before you leave — the finish questions and Finish visit

- **The finish questions** — in AC Visit tap **Next: finish**. Six quick questions, only what the certificate doesn't ask: the bin pull, site condition on arrival, packed up and left clean, the walkthrough with the site contact, whether the store asked for anything or gave feedback, any damage, injury, near-miss, equipment failure or access problem — plus **Notes for the office**. A service with no before or after photos is flagged: give the reason. Every "see notes" answer gets a line in the Notes box; nothing to report, type N/A. Sign.
- Tap the green **Finish visit** button. That's your end time — the office gets your checklists and the visit summary. The **Visit finished** screen lists what was sent; keep the app open until it says everything has been sent.
- **Then leave.** Not before. A certificate sent from home is a late certificate.
- The eight steps, in order, are on one page: the **PFG Contractor Playbook** (portal → Documents).

3.7 Then — the next job, or home

Check your calendar for the next visit. Tap **Start a new visit** in AC Visit for the next store; in the certificate, tap **Start a new visit** only once the last store shows **Sent ✓**.

SECTION RECAP

Ask Dylan
at the start of the week to confirm times. Unsure? Ask.

Every service
gets Before and After photos in the Visit app, as you go.

Nothing leaves
the lot until the certificate shows Sent ✓ and you have tapped Finish visit.

SECTION 4

Service procedures

How each service is done. Watch the video on the portal first.

THE RULE FOR EVERY SERVICE

Watch the training video on the portal (**Services**) before you do a service for the first time. No video yet, or a question it doesn't answer? **Ask Dylan before you start** — he'll get Shawn on the line if needed. Don't guess.

4.1 Exterior power washing — baskets, buggies, huts and storefront

WATCH Portal → Services → Baskets & Buggies (Hand baskets 1–3, Shop carts) · Buggy Huts 1–2 · Store Front

Surface-first: clean the concrete and walls before the assets, so dirt can't blow back onto clean work. Assets before their surroundings means cleaning them twice.

1. **Area prep.** Concrete and wall surfaces first.
2. **Detailing.** Remove all gum, tape and food residue from the inside of every basket.
3. **Hot water.** Hot-water power washer on all five sides of every basket — bottom and four walls. Cold water won't lift gum and stains.
4. **Inspect and stack.** After washing, inspect all five sides of every basket, bang out the loose water, and stack them **upside down** so they drain.
5. **The "First 50" rule.** As soon as the first 50–60 baskets are clean and stacked, move them inside so they're dry when the store opens.
6. **Buggies.** When the baskets are half done, switch to a full row (about 20) of buggies to maximize drying time.

BUGGY HUTS — DO NOT PRESSURE-WASH THE ROOF

Hollow-channel and perforated plastic roofs: high pressure forces water and silt into the channels and traps it there — the hut looks dirtier after than before, permanently. **Scrub brush** on the top and the underside, then a **light rinse only**. Never direct pressure into the holes. Blow out silt and dirt from inside the hut; dustpan and broom for what's left; collect and bag all garbage.

- **Storefront doors.** Power washing exterior doors *will* push water inside. Mop the inside of the doors and the vestibule floor immediately after.
- **Debris.** Dustpan and broom for heavy debris; feather remaining silt or sand out until it's unnoticeable. Bag it — never leave a pile.
- **Holistic finish.** Rinse garbage cans and dusty fixtures so the whole frontage reads as clean, not just the area you washed.

Where visits go wrong

- ✖ Washing baskets before the surrounding concrete and walls.
- ✖ Cold water on gum and stains.
- ✖ Cleaning four sides of a basket and skipping the bottom.
- ✖ Pressure-washing a hollow-channel or perforated hut roof.
- ✖ Washing exterior doors and leaving the water that ran inside.

SECTION RECAP

Hot water
for gum and stains, all five sides.

Brush only
on perforated hut roofs, then a light rinse.

Mop inside
immediately after washing exterior doors.

4.2 Windows & glass

WATCH Portal → Services → Window Cleaning (videos coming — ask Dylan until then)

Glass clarity is the single biggest driver of curb appeal. Work inside-out, and never clean around anything. Standard kit: swivel mops, swivel-handle squeegees, 6-inch Triumph scrapers.

EQUIPMENT	PURPOSE
15 ft poles	Windows up to 15 ft.
Step ladders	Windows with protruding frames that block ground-level squeegeeing, and reach between 15 and 20 ft where a ladder is safe.
Scissor lift, ticketed operator	Anything **over 20 ft** — window or high dusting — in most cases needs a lift to do the job properly. Confirm with the office when the job is booked.

- **Inside first** — entrance and exit doors, vestibules and food-sensitive areas such as Produce, then out.
- **Sills.** One or two items — move them, clean, have staff replace them. Heavily obstructed — ask the manager before touching anything.
- **Two cloths, never swapped.** Cloth 1, a wet rag, for sills and floors only. Cloth 2, lint-free microfibre, is the only cloth that touches glass — streaks, drips, fingerprints. Remove all tape, old decals and fingerprints from the glass, then **inspect** every pane before you move on.
- **Never clean around a sign.** Scrape behind the tape or suction cups, take the sign down, clean the glass, put the sign back properly.

Where visits go wrong

- ✖ Going above 20 ft without a lift.
- ✖ Wiping glass with the rag used on sills and floors.
- ✖ Cleaning around a sign instead of removing and replacing it.
- ✖ Leaving a bucket in a walkway while working overhead.

SECTION RECAP

Over 20 ft
needs a lift. Confirm at booking.

2 cloths
— microfibre for glass only.

Inside first
starting with vestibules and Produce.

4.3 Anti-fatigue mats and cooler / freezer doors

WATCH Portal → Services → Cooler / Freezer Glass Doors (13 short videos, in order) · Anti Fatigue Mats (video coming — ask Dylan until then)

- **Rubber anti-fatigue mats only** — behind registers and service desks, deli, bakery, pharmacy, meat. **Carpet mats belong to a third party. Do not touch them.**
- Mats scrubbed, dried and back in place **before opening**. If unavoidable, a maximum of 30 minutes after opening — and only hand-dried with a rag first. Never back on the floor wet.
- **Cooler and freezer doors.** Look for fingerprints, milk drips, toppings, ice-cream sauces. Scrape off suction-cup displays before cleaning — never clean around them.
- **Interior freezer glass:** fast wipe with a dry rag and close the door immediately, or it frosts. Wet floor signs up; mop drips the moment they happen.
- **Under the doors.** Wipe up the water that drips down the outside of the coolers and freezers and collects at the bottom, under the doors. A clean door over a wet kick plate isn't finished.
- **Zero disruption.** You're in an open store: nothing you do blocks, delays or endangers a customer or a member of staff.

4.4 Walk-in coolers

WATCH Portal → Services → Dairy Cooler & Racks (4 videos) · other coolers coming — ask Dylan until then

Usually done after the store closes — confirm the window with Dylan. Precise coordination with store leadership: confirm the store has done its part before you begin.

- **Equipment.** Electric power washers on the store's hot water supply — never a gas machine indoors, and no gas machine anywhere a noise bylaw applies or residents live nearby. Shop vac and mop on hand for any cooler where the floor drains don't work — check before you introduce water.
- **Product first.** The store puts all product on pallets; you pull the pallets out before you start. Never wash around them. The various racks — bakery, dairy, produce — are cleaned in the cooler as part of the job.
- **Execution.** Power wash walls, shelves and floors — walls to about four feet and no higher, because of the electrical above. Rinse everything down the drain; the store's floor squeegee helps move the bulk of the water.

ELECTRICAL HAZARD

Water and live electrical components share this space, especially in dairy coolers. Slow down. **Turn off the electrical equipment and the switches for the fan units before you start**, identify every panel, outlet and fan unit, look around for anything you've missed, and never direct a stream toward one.

SECTION RECAP

Hot supply
washers on the store's hot water.

Empty first
pallets out before washing; racks cleaned in place.

Shop vac
wherever a drain doesn't work.

4.5 Every other service

These are on the certificate's service list and each has, or will have, a training video on the portal. The rule is the same for all of them: **watch the video first; no video or a question, ask Dylan before you start — he'll get Shawn on the line if needed.**

PRESSURE WASHING	OTHER CLEANING · EXTERIOR AND GROUNDS
Compactor (exterior) — *3 videos*	Building wash
Compactor room (interior)	High dusting
Bakery cooling racks — *5 videos*	Store signage (exterior)
Bakery racks — *2 videos*	Window cleaning — under 15 ft / above 15 ft
Bakery trays · bakery cooler	Graffiti removal
Dairy cooler & racks · deli cooler · meat cooler · meat racks	Parking lot washing
Produce cooler · produce crisper racks · crisper rack trays	Line painting
Merchandise stocking racks · garbage containers · loading bay · wet floor signs	Roof moss removal

THREE THINGS THAT APPLY TO EVERY SERVICE

Surface first — surroundings before the asset. **Hot water** for anything with gum, grease or stains. **Before and after photos** for every service, same spot, in the Visit app as you go.

SECTION 5

When things go wrong

What to do, in the order to do it

SITUATION	DO THIS
Anything at all — the rule under every row below	**Dylan first: 226-577-2299** (call or text), or the contractor WhatsApp group. Dylan runs the contractors and is three hours ahead of you — up before you start. **No answer? The office, 1-604-789-1256, then Shawn or Bria** — keep going until you reach someone. Never leave a site with a problem unreported.
Injury, fire, a vehicle collision	**911 first.** Then head office (1-604-789-1256) or Shawn, immediately, from the site; no answer, Dylan.
Damage, an accident, or anything that could become a problem	**Call Dylan immediately.** Describe what happened; take photos. Dylan and the office map out the resolution — sometimes head office deals with it directly, sometimes they'll tell you who to inform and what to say. Don't negotiate with the store on your own.
A complaint on site	Listen, don't argue. If it's something you can fix now, fix it now (the immediate-redo rule). Then tell Dylan what was said, the same day — in the finish-visit notes for the office, and by phone if it's serious.
The entry code doesn't work, or you can't get in	Check the job notes again. Don't force anything. Call Dylan; no answer, the office.
The water tap is dead	Look for another source first — the back of the store, the side, a neighbouring tenant — and run your 200-foot hose. No water anywhere: call Dylan before you start the clock. Don't begin exterior work you can't finish.
The waste hauler is late or doesn't show	Tell the manager at your walkthrough and tell Dylan. That's what protects Always Clean from being blamed for full bins.
No signal	The certificate keeps working once open; fill it in and sign as normal, then tap **Send certificate** again from the truck when you have bars. The Visit app keeps going too — photos and checklists wait on the phone and send when the signal returns. Open the certificate in the truck, before you walk in.
The certificate website won't load	Use the backup form in your truck (paper or the PDF on your phone). Photos in the Visit app as normal. Photograph both pages and email them to Dylan with the store number in the subject; he files them to the job.
The Visit app won't work at all — or the certificate won't work	Still send the certificate — it doesn't need the Visit app. Take your photos with the phone camera, named by service, and email them to Dylan the same day. If the certificate won't send, tap **Email a copy to Dylan (backup)**. Then contact Dylan — 226-577-2299 (call or text first), then email describing the issue.
You can't finish the job — equipment, water, weather, time, the store is opening	Call Dylan before you leave the site; no answer, the office. Do what you can safely finish. On the certificate, tick **Work order NOT completed on this visit**, say what wasn't done and why, call Dylan and send the pre-filled email to Bria, then send it. Put the detail in the finish-visit notes, tap Finish visit. Dylan and the office decide what happens next.
You're running late, or can't make it	Call or text Dylan the moment you know — the night before if you know then, and always before your start time. No answer? The office, then Shawn or Bria — keep going until you reach someone. A no-show with no call can't be fixed afterwards.
No site contact to do the walkthrough or sign	Walk the site yourself with the same eye. Sign your Technician box, leave the Site contact box blank, name whoever you did deal with, answer "No - site contact not available" in the finish questions and write "no one available to sign" in the notes. Send the certificate as normal.
Your phone is dead or lost	Paper backup form, both signatures, photograph both pages with any phone and email them to Dylan the same day. Call Dylan so he knows.

Who to call

FOR	CONTACT
Anything at all — access, water, damage, a complaint, you can't finish, you're running late, the Visit app or the certificate won't work, a question	**Dylan first — 226-577-2299** (call or text) · the contractor WhatsApp group · **dylan.a@alwayscleanmaintenance.com**
Dylan not answering	**Office: 1-604-789-1256**, then **Shawn or Bria** — keep going until you reach someone
An emergency — injury, fire, a vehicle collision	**911 first**, then head office (1-604-789-1256) or Shawn; no answer, Dylan
Your schedule — times, reschedules, whether a second person is needed, short-notice jobs	Comes from **Bria — bria@alwayscleanmaintenance.com**. Need a change? Tell Dylan first; he sorts it with Bria
How a service should be done — anything a video or this manual doesn't answer	**Dylan**, before you start — he'll get Shawn on the line if needed
Documents and paperwork	**info@alwayscleanmaintenance.com**

THE ONE RULE UNDER ALL OF THESE

Dylan would always rather hear about a problem at 6 AM than read about it in a complaint at 6 PM — he's three hours ahead of you and up before you start. **When in doubt, call.**

APPENDIX

Contractor acknowledgement

I have read, understood and agree to work to every standard set out in this Master Contractor Training Manual, Edition 1.3.

The simplest way to acknowledge: reply to the email that sent you this manual with "I've read Edition 1.3." The office keeps that on file. Sign below only if you're asked to.

Name _____ Company _____ Date _____

Signature _____

Terms used in this manual

100% month
Every job assigned to you in a month done to the standard: on time and prepared, complete, photos and forms as described, no valid complaint. Earns the monthly prize and a grand-prize entry — see the portal under Rewards.

Surface-first
Cleaning the ground and walls around an asset before the asset itself, so debris can't blow back onto clean work.

Zero disruption
Interior work carried out without blocking, delaying or endangering a customer or a member of store staff.

Immediate redo
Any defect the manager identifies at the walkthrough is corrected before you leave the site.

The finish questions
The last step in the Visit app on every visit — six questions: the bin pull, site condition, packed up, the walkthrough, what the store asked for, any damage or access problem — plus notes for the office and your signature, then **Finish visit**.

The certificate
The Digital Proof Certificate — one per visit, signed by you and the site contact, sent to Dylan from your phone with **Send certificate** and filed to the job by itself.