



Green Wheel Cleaners

WELCOME ABOARD!

We are so excited to have you as a part of our team.
We've put together this welcome package for you to
help get you started!

Welcome to the Team!

We are very excited to have you as a part of the **Green Wheel Cleaners** team. In this package, you will find some basic information about working at **Green Wheel Cleaners**, basic policies, and everything else you'll need to get you started.

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About Us

Green Wheel Cleaners is a non-toxic commercial cleaning company aiming to provide a hassle-free commercial cleaning experience to all its customers. We strive to provide the best cleaning service in Victoria and do so by hiring and training the best people. While working with us, we welcome and encourage any ideas on how to become the best cleaning company for both our customers and for all our team members. We love feedback!

Green Wheel Cleaners has been offering exceptional service since 2011. We have specially designed cleaning systems to take the hassle out of janitorial services. We utilize the highest quality cleaning supplies to ensure that our clients get the best that there is. We pride ourselves on providing our staff with a comprehensive training program to ensure quality and consistency.

We have had the honor of being ranked in the top 3 commercial cleaning services in Victoria for a second year in a row by the website Three Best Rated. Three Best Rated grades companies on a rigorous 50-Point Inspection system, checking things like reviews, ratings, reputation, history, complaints, satisfaction, trust, and cost of service. With you as a part of our team, we know we can keep that record going strong!

The Quality Business Awards also awarded us the Best Office Cleaning in Victoria 2021!



Employment and Probationary Period

Once you begin working with us, you will be given a 90-day probationary period. This is to ensure that you enjoy working with us, and that you are the right fit.



The Probation Period:

The probation period is a defined period (3 months) established at the beginning of your employment. During this time, if you are determined to not be a good fit for this environment, you may be terminated without notice. Assessment of your suitability **will not** be decided in bad faith, or with improper motives.

We ask that after the probation period if you decide to leave our employment at any time, that you give us a two-week notice.

What This Means for You:

During your probationary period, we will fairly assess your attendance, punctuality, work ethic, and cleaning quality. Being an awesome person is just a bonus!



Uniforms

Pants

- Black or dark pants
- Shorts are also acceptable if they are reasonable length.



Shirt

- Shirts will be provided.

Shoes

- Comfortable, closed-toed shoes only.





Getting into Jobber

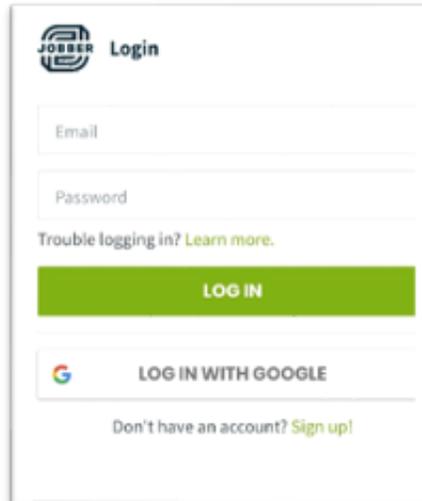
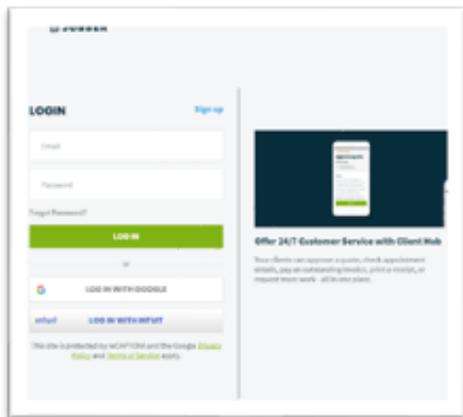
We use Jobber as our one-stop-shop for all our workplace needs.

To get started on Jobber we will send you a link that will get you connected with our system. You will need to follow the instructions and set up your own account. The user account and app is free.

What We Use Jobber for:

- Looking at work schedule
- Seeing cleaning jobs
- Looking at notes for individual jobs (key numbers, alarm codes, etc.)
- Clocking in and out
- Setting timers for the jobs

Logging in:



Login Information:

- Username: your work email address
- Password: you will create it when you sign in for the first time

Start time on the app

Always arrive at our office 15 minutes before the start time of the first cleaning job unless otherwise advised. This allows time to pick up all the equipment and drive to the first job

Training



You will be given access to full training, both online, and with our amazing trainers in person. Here is a quick overview of some of the things that you will be taught.

Training Overview:

- Learn to use Jobber
- Introduction to equipment and cleaning products
- Understanding timing and efficiency
- Cleaning with your trainer
- Learn to check your work

After all your training has been signed off, you will be given a review of your skills and knowledge.



Let's Talk Money



Pay Day

Payments are made via direct deposit. You will receive 2 payments per month, on the 15th, and the last day of each month.

Vacation Pay

Vacation time is paid out at 4%. Vacation pay will be added to each direct deposit unless specified otherwise.

Gas Expenses

While you are out cleaning, you will obviously have to drive to get there, which means gas money. Gas expenses will be paid at \$0.55/kilometer. Logging gas expenses is done via the Jobber app



COVID-19 Policies

If you have any of the following symptoms, call a supervisor and *do not* come to work. You will be required to take a COVID test and not return to work until your test comes back negative.

- Fever or chills
- Cough
- Shortness of breath
- Fatigue
- Muscle or body aches
- Sore throat
- Runny nose



The following form needs to be completed before every shift:

<https://forms.gle/TvLmqGgMnRL7cv5V8>

Keeping Safe While Working:

Wear a Mask:



Masks must be always worn while working.

Please bring your own masks to work, as they are in short supply. If you require a mask, you will be shown where extra masks are kept.

Wash Your Hands:



Hand washing must occur on a regular basis. Hands must be washed after touching any new surface. This includes your face – especially your face!

Gloves:



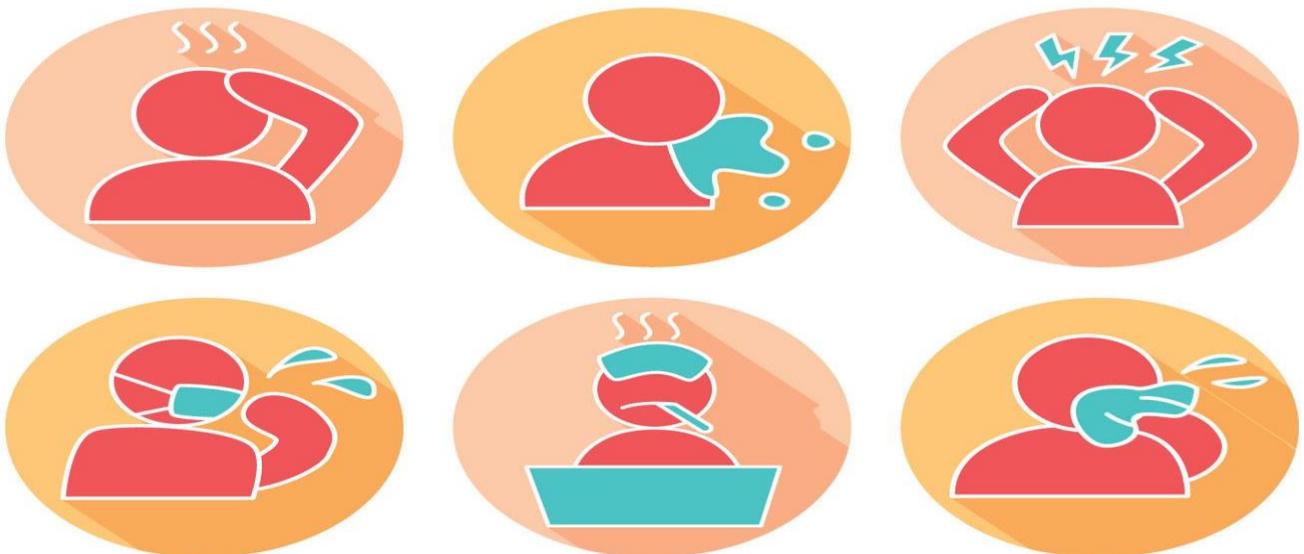
Gloves must be worn at all times while cleaning. Gloves must be changed any time you touch a particularly dirty surface (toilets, garbages, recycle, etc.)

Disinfect Cleaning Supplies:



All cleaning supplies must be sprayed with disinfectant before and after each job. All clothes and reusable gloves will be washed after returning from jobs.

Calling in Sick:



Designed by **Vecteezy**

If you call in sick, COVID-19 policies are still in place. If you are calling in for non-COVID related purposes, please phone a supervisor as early as possible. We ask that you give ample notice, as most cleaning jobs are done in pairs.

Your First Day

We're sure you have a lot of questions about what to expect on your first day, so here is an outline to make it easier for you.

When Should I Arrive?

You will be sent a start time via email. – The start time is not the start time of the first job on Jobber. Usually you would arrive at our office 15 minutes before the start time of the first cleaning job but for the first day



Figure 1 GWC Entrance

you may be asked to start earlier. This allows time to pick up all the equipment and drive to the first job

Where am I Going?

On your first day, you will meet a supervisor at the office at a chosen time.

Address: 1142 Topaz Ave, Victoria, BC V8T 2M8

Look for the Green Wheel Cleaners sign on the door.



What Should I Wear/Bring?

Wear comfortable shoes and dark pants for your first shift. We will provide you with a shirt once you show up. Important. Make sure to bring a water bottle with you!



First Steps

These Apps and forms must be downloaded, filled out and signed prior to your first day.



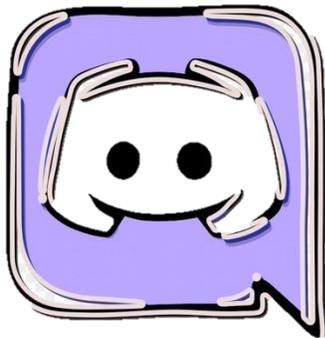
Employee Information Sheet:

[CLICK HERE](#)



Direct Deposit Form:

[CLICK HERE](#)



Discord:

[CLICK HERE](#)



Team Page:

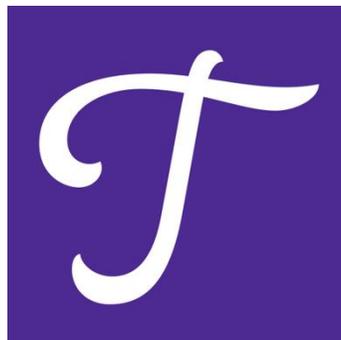
[CLICK HERE](#)

(Password = gwc123)



Jobber App:

[CLICK HERE](#)



Trainual:

[CLICK HERE](#)



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