



THE CLEANING STANDARD LTD

"We don't cut corners, we clean them."

thecleaningstandard.co.uk | thecleaningstandard.sales@outlook.com

CLEANING PROFESSIONAL AGREEMENT

Version 3.0 | Effective Date: July 2026 | Independent Contractor Agreement

These terms govern the engagement of independent self-employed cleaning professionals by The Cleaning Standard Ltd. By accepting an Assignment, the Cleaning Professional agrees to be bound by these terms in full.

IMPORTANT: These terms do not create an employment relationship or a worker relationship. The Cleaning Professional is engaged as an independent self-employed contractor. Nothing in these terms confers employee or worker status, entitlement to holiday pay, sick pay, pension contributions, or any other employment benefit.

1. DEFINITIONS

In these terms: "The Cleaning Standard" means The Cleaning Standard Ltd. "Cleaning Professional" means the independent self-employed contractor accepting Assignments. "Assignment" means a specific cleaning job or appointment offered in connection with a customer booking. "Customer" means the end customer whose property is being cleaned. "Services" means the cleaning services carried out by the Cleaning Professional in connection with an Assignment.

2. NATURE OF THE RELATIONSHIP

The Cleaning Professional is engaged as an independent self-employed contractor and not as an employee, worker, or agent of The Cleaning Standard. The Cleaning Professional is free to work for other clients and businesses, is responsible for their own tax and National Insurance contributions, is not entitled to any employment benefits, is not obliged to accept any particular Assignment, and is not guaranteed any minimum volume of work or income. The Cleaning Standard does not control the day-to-day method or manner in which the Cleaning Professional carries out the Services, provided the Services meet the standard expected by the Customer and described in each Assignment.

3. ASSIGNMENTS

The Cleaning Standard may offer Assignments from time to time. The Cleaning Professional is under no obligation to accept any Assignment. The Cleaning Standard is under no obligation to offer any particular number of Assignments. Each Assignment will be communicated in writing (including by WhatsApp or email) and will specify: (a) the Customer's property address; (b) the agreed date and start time; (c) the scope of work; and (d) the agreed fee. The Cleaning Professional must notify The Cleaning Standard as soon as practicable if they are unable to attend a confirmed Assignment.

4. RIGHT OF SUBSTITUTION

The Cleaning Professional may provide a substitute to carry out an Assignment, provided that: (a) the substitute is suitably experienced and capable; (b) The Cleaning Standard is notified before the Assignment date; and (c) The Cleaning Standard approves the substitute, such approval not to be

unreasonably withheld. The Cleaning Professional remains responsible for the standard of work carried out by any substitute they provide.

5. FEES AND PAYMENT

The Cleaning Standard will pay the Cleaning Professional the fee agreed for each Assignment, as communicated in writing before the Assignment commences. The Cleaning Professional is solely responsible for accounting for all income tax and National Insurance contributions due to HMRC. The Cleaning Standard will not make any deductions for tax or National Insurance from fees paid.

6. QUALITY STANDARD AND CONDUCT

The Cleaning Professional agrees to carry out each Assignment to a professional standard. In particular, the Cleaning Professional agrees to:

- arrive at the agreed property at the agreed time;
- carry out the agreed scope of work competently and thoroughly;
- treat the Customer's property, belongings, and personal information with care and respect;
- take before-and-after photographs where requested and send them promptly on completion;
- leave the property secure on departure; and
- maintain a professional and courteous manner in all dealings with Customers.

7. PROPERTY DAMAGE AND INCIDENTS

Where any damage or incident occurs at a Customer's property during an Assignment, the Cleaning Professional must:

- exercise reasonable care and skill throughout the Assignment to avoid damage to the property, its contents, and any personal belongings;
- report any damage, loss, or incident to The Cleaning Standard immediately upon discovery and, in any event, before leaving the property;
- photograph or otherwise document any damage or incident where it is safe and practicable to do so;
- not admit liability, offer compensation, or make any representation to the Customer regarding responsibility for any damage or incident on behalf of The Cleaning Standard;
- cooperate fully with any investigation carried out by The Cleaning Standard, its insurers, or any relevant authority; and
- provide promptly all information, documentation, or evidence reasonably requested in connection with any claim or investigation.

The Cleaning Professional shall be responsible for any direct loss or damage caused by their own negligence, deliberate act, or material breach of these terms, to the extent permitted by applicable law. This clause does not affect any rights the Cleaning Professional may have under applicable law.

8. CUSTOMER PROPERTY, THEFT AND ACCESS SECURITY

The Cleaning Professional must at all times:

- treat all items in a Customer's property with care and not remove, use, or interfere with any item that is not part of the agreed scope of work;
- not steal or dishonestly take any item belonging to a Customer or any other person;
- not remove any item from the property without the express prior consent of the Customer and The Cleaning Standard;
- not duplicate, copy, or retain keys, access fobs, key codes, or entry information for any Customer property;
- not disclose access codes, key safe details, or entry arrangements to any third party;
- not permit any unauthorised person to enter the Customer's property during the Assignment, including friends, family members, partners, or children, unless that person is an approved substitute or additional cleaning professional expressly authorised by The Cleaning Standard for that Assignment;

- report any lost or missing keys, access fobs, or entry devices to The Cleaning Standard immediately; and
- return all keys, access devices, and entry information to The Cleaning Standard or the Customer promptly upon request and in any event at the conclusion of the Assignment.

9. EQUIPMENT AND PRODUCTS

Responsibility for providing cleaning equipment and products will be specified for each Assignment in the relevant Assignment communication. Cleaning products are ordinarily provided by the Customer at the property, unless the Assignment specifies otherwise or the Customer has paid an additional fee for The Cleaning Standard to supply them. The Cleaning Professional shall take reasonable care of any equipment or products supplied by The Cleaning Standard or a Customer and return or leave them as instructed on completion.

10. INSURANCE

The Cleaning Professional is strongly advised to hold appropriate public liability insurance covering their cleaning activities. The Cleaning Standard may require evidence of insurance as a condition of accepting Assignments. The Cleaning Professional agrees to cooperate fully with any investigation, complaint, or insurance claim arising from an Assignment, including providing relevant information and documentation to The Cleaning Standard and its insurers.

11. HEALTH AND SAFETY

The Cleaning Professional is responsible for their own health and safety during each Assignment. The Cleaning Professional must not carry out any task they consider unsafe, including working at height without appropriate equipment, handling hazardous substances without proper protection, or working in conditions that present a risk to health. Any unsafe conditions at a Customer's property must be reported to The Cleaning Standard immediately.

12. NON-SOLICITATION OF TCS CUSTOMERS

The Cleaning Professional remains entirely free to:

- advertise and market their own cleaning services independently;
- work for other cleaning companies or platforms;
- maintain and grow their own independent client base; and
- operate their own cleaning business in competition with The Cleaning Standard.

However, in respect of Customers who have been specifically introduced to the Cleaning Professional through The Cleaning Standard, the Cleaning Professional must not:

- solicit or accept direct cleaning instructions from that Customer without The Cleaning Standard's prior written consent;
- direct that Customer to contact them outside of The Cleaning Standard's booking process; or
- circumvent The Cleaning Standard's role in relation to bookings with that Customer.

This restriction applies only to Customers introduced to the Cleaning Professional through The Cleaning Standard and shall continue for a period of 12 months following the completion of the last Assignment involving that Customer. It does not restrict the Cleaning Professional's independent business activities in any other respect.

13. CONFIDENTIALITY

The Cleaning Professional must keep confidential all information relating to: (a) The Cleaning Standard's customers, business operations, pricing, and processes; (b) Customer property details, access arrangements, and personal information; and (c) any other information that is reasonably confidential in nature. This obligation continues after the end of the engagement without time limit.

14. DATA PROTECTION

The Cleaning Professional will have access to Customer personal data (including property addresses and access arrangements) solely for the purpose of carrying out Assignments. The Cleaning Professional must: (a) process such data only for the purpose of the relevant Assignment; (b) keep all such data

secure and confidential; (c) not retain Customer personal data beyond the completion of the Assignment; and (d) comply with all applicable data protection legislation, including the UK GDPR and the Data Protection Act 2018. The Cleaning Standard will process the Cleaning Professional's personal data in accordance with its Privacy Notice.

15. TERMINATION

Either party may terminate this engagement at any time by giving not less than 7 days' written notice. The Cleaning Standard may terminate with immediate effect if the Cleaning Professional:

- acts dishonestly, including in connection with a Customer's property or belongings;
- seriously or repeatedly fails to meet the quality standard required;
- breaches the non-solicitation, confidentiality, or access security obligations in these terms;
- behaves in a manner that damages or risks damaging the reputation of The Cleaning Standard; or
- has provided materially false information, including in relation to their right to work in the United Kingdom.

Termination does not affect any rights or obligations that have accrued before the date of termination.

16. RIGHT TO WORK IN THE UNITED KINGDOM

By accepting any Assignment, the Cleaning Professional declares that:

- they have the legal right to work in the United Kingdom in accordance with the Immigration, Asylum and Nationality Act 2006 and all applicable immigration legislation in force from time to time;
- their right to work is not subject to any condition, restriction, or time limitation that would prevent them from lawfully carrying out the Services;
- they will notify The Cleaning Standard immediately if their right to work status changes at any time during the course of their engagement; and
- all documentation and information provided in connection with their right to work is accurate, genuine, and up to date.

The Cleaning Standard reserves the right to request evidence of right to work at any time and to suspend or terminate the engagement immediately where satisfactory evidence is not provided or where a right to work is found to be absent or has lapsed. The Cleaning Professional accepts sole responsibility for any consequences arising from a failure to hold or maintain a valid right to work in the United Kingdom.

17. RE-CLEANS AND COMPLAINTS

The Cleaning Standard's customer terms include a 72-hour re-clean guarantee. In support of this, the Cleaning Professional agrees to:

- carry out a return visit to address any specific workmanship concern raised within 72 hours of the original Assignment, where instructed to do so by The Cleaning Standard;
- treat any re-clean as a priority and attend at the earliest practicable time;
- cooperate fully with any complaint investigation, including providing information, photographs, or other relevant evidence upon request;
- not dispute or challenge customer complaints directly with the Customer — all complaints must be directed to and managed by The Cleaning Standard; and
- not make any promises, offer any compensation, or reach any settlement with a Customer in relation to a complaint without the prior written authority of The Cleaning Standard.

Re-cleans carried out pursuant to a valid customer complaint under the re-clean guarantee will be remunerated at the agreed Assignment rate unless the complaint arises from the Cleaning Professional's own negligence, in which case The Cleaning Standard reserves the right to deduct the cost of the re-clean from future fees.

18. ENTIRE AGREEMENT

These terms constitute the entire agreement between the parties in relation to the Cleaning Professional's engagement with The Cleaning Standard and supersede all prior discussions and arrangements. No variation shall be effective unless agreed in writing by both parties.

19. GOVERNING LAW

These terms are governed by the laws of England and Wales. Any dispute arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

20. CONTACT

For all Assignment-related communications and queries: The Cleaning Standard Ltd ·
thecleaningstandard.co.uk · thecleaningstandard.sales@outlook.com · +44 01223 239890 ·
WhatsApp: +44 07404 638580.

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