SELF-EMPLOYED CONTRACTOR SERVICE AGREEMENT

KLENORY | Cleaning Services

Simple framework agreement for cleaning assignments.

1. Parties

KLENORY	KLENORY | Cleaning Services
Contractor legal name	
Contractor trading name (if any)	
Contractor address	

2. Assignments

• KLENORY may offer the Contractor individual cleaning assignments by phone, SMS, email or another agreed method.
• The Contractor is free to accept or decline each assignment. KLENORY does not guarantee any minimum amount of work, hours or income.
• Before an assignment is accepted, KLENORY will confirm the location, date/time, cleaning requirements and agreed fee.

3. Self-employed relationship

• The Contractor provides services as an independent self-employed contractor and is responsible for their own tax, National Insurance, business records and insurance.
• The Contractor may work for other clients and is not exclusive to KLENORY.
• Subject to reasonable client, safety and security requirements, the Contractor controls how the agreed cleaning work is carried out.
• Where genuinely practical, the Contractor may propose a suitable substitute who meets the same legal, insurance, competence and site requirements. KLENORY may reject a substitute on reasonable client, safety or security grounds.

4. Standard of service

• The Contractor will complete accepted assignments with reasonable skill and care, follow the agreed scope and leave the property/site secure.
• The Contractor will use suitable products and equipment, follow relevant health-and-safety and chemical instructions, and immediately report serious incidents, damage, lost keys or access issues.
• If a substantiated issue is caused by incomplete or defective work, the Contractor will reasonably cooperate with KLENORY to rectify it.

5. Payment

• The fee for each job will be agreed before the Contractor accepts it and may be hourly or a fixed job fee.
• Unless otherwise agreed for a particular job, KLENORY will pay undisputed amounts within 14 calendar days after the completed job and receipt of any information reasonably required to process payment.
• Payment will be made using the Contractor's preferred payment method recorded by KLENORY. The Contractor must notify KLENORY if their payment details change.

Preferred payment method	☐ Bank transfer ☐ Cash ☐ Other: _____
Account / payee name	
Sort code	
Account number (bank transfer only)	

6. Insurance, confidentiality & client property

• The Contractor will maintain suitable public liability insurance for the work they accept and provide evidence if requested.

• Client addresses, access codes, keys, contact details, photographs and other non-public information must be kept confidential and used only for the assignment.
• Keys, fobs and access devices must be kept secure and returned exactly as instructed.

7. KLENORY clients

• During this agreement and for 6 months after the Contractor's last assignment for a KLENORY client, the Contractor will not knowingly bypass KLENORY to take substantially similar cleaning work directly from a client first introduced through KLENORY. This does not restrict general advertising or clients the Contractor already had independently.

8. Ending the agreement

• Either party may end this framework agreement at any time by written notice.
• KLENORY may stop offering assignments immediately for serious misconduct, repeated no-shows, serious quality failures, unsafe conduct, confidentiality/security breaches or loss of required insurance.
• Ending this agreement does not remove payment obligations for work already properly completed.

9. General

• This agreement is governed by the law of England and Wales.
• Employment and tax status depends on the real working arrangement as well as the wording of this agreement. Nothing in this document removes any statutory rights or obligations that apply by law.

10. Signatures

Contractor signature	
Contractor name	
Date	
For KLENORY	
Name / role	
Date	