



INDEPENDENT CLEANING SERVICE (ICS) 2023 CHECKLIST

- _____ **Independent Cleaning Service Agreement Form-** Signed agreement to comply with all rules.
- _____ **(A) Current Employee List w/ Picture ID-** To include Independent Contractors, employees, and **ALL** authorized personnel. Access will be denied to anyone not listed.
- _____ **(B) Indemnity Agreement-** Owner(s) of Company & ALL Independent Contractors must complete this agreement and have it notarized before turning it in to The Whaler AOA. *(If not already on-file.)*
- _____ **(C) Copy of GET License.** *(If not already on-file.)*
- _____ **(D) Insurance**
- _____ **Current and most up-to-date Liability Insurance w/The Whaler on Ka'anapali Beach AOA as additional insured-** Company as well as **ALL** Independent Contractors hired by the company must provide Certificate of Insurance. *(If not already on file.)*
- _____ **Current and most up-to-date Auto Insurance-** Proof of Insurance for automobile used to conduct business. *(If not already on file.)*
- _____ **Worker's Comp-** Per Hawaii State Law, company must have Worker's Compensation Insurance for employees. If company has no employees, submit Worker's Compensation Waiver Form.
- _____ **(E) List of all chemicals and related SDS-** To comply with OSHA requirements. Must submit most current list, annually.



Independent Cleaning Services (ICS) Agreement Form

1. Company Name: _____ Telephone: _____
2. Address: _____ Fax Number: _____
3. Contact person: _____ Off Hour Phone: _____
4. Email Address: _____

List Unit(s) Serviced: (**Very important! Update the AOAO office when there are changes.**)

ICS Guidelines

The following information must be kept current, and on file in the AOAO Office:

- A. Employee & Independent Contractor List
- B. An Indemnity Agreement between contractor and the AOAO
- C. Copy of GET License
- D. Insurance
 - Copy of Liability Insurance (The Whaler AOAO as additional insured)
 - Workers Compensation Insurance (ICS with employees)
 - Workers Compensation Waiver Form (ICS w/no employees)
 - Auto Insurance (covering all cars driven onto the property to conduct business)
- E. A list of chemicals being used.

Guidelines for ICS at The Whaler

1. **PARKING**- Security Gate Kiosk will issue a parking pass upon entering and shall remain on dashboard of the vehicle.

2. **WORK HOURS**- Standard working hours are 8am to 5pm. ICS may park in the garage during 8:00am – 3:30pm and will be asked to move to the overflow parking after 3:30pm. Parking at the Overflow Parking lot during all other hours is based on a first come, first served basis. If ICS needs to be at the Whaler after 5pm, ICS shall notify and obtain authorization from Security.
3. **KEYS**- Security shall issue keys to ICS at the Security office in Tower 2 at the request of an Owner, Rental Agent, or ICS. If key has been lost/stolen, ICS may get a replacement for a \$25 fee.
4. **PROFESSIONAL APPEARANCE & DECORUM**- ICS employees shall dress appropriately for a Premier Condominium Property with appropriate footwear. Shoes are required. All ICS, representatives, and its employees must exercise professional decorum.
5. **IDENTIFICATION- Photo Identification badge (name of ICS and individual) is required and will be issued by the AOA office (fee applicable).** Any lost badges will be replaced for a fee. All ICS employees representing a company shall dress in uniform. All ICS, representatives, and its employees must exercise professional decorum.
6. **SDS**- Per OSHA & HIOSH Standards: All chemicals used on property must be dispensed from appropriately labeled containers at all times. Only chemicals that are listed on the SDS sheets will be permitted on the property. Security reserves the right to inspect ICS's chemicals for compliance.
7. **CARTS**- ICS shall only use standard industry accepted carts appropriate for a Premier Condominium Property. Such carts shall be clean and in good working condition. No shopping carts shall be permitted. The maid cart must be modified with carpet to prevent damages to the walls. AOA Maintenance can provide the carpet to be affixed to the cart. AOA must approve the cart to ensure compliance.
8. **REFUSE**- Refuse must be properly contained at all times and shall never be placed in the common area. If it is to be accumulated for one trip to the trash, it must be accumulated inside the apartment.
9. **LINEN IN COMMON AREAS**- Clean linen shall not be stored in any common area. Dirty linen shall be properly contained at all times and removed from common areas as soon as possible. It is permissible to place dirty linens in the hall, for a short period of time while the final cleaning of the condo is performed, so long as the linen is not blocking the hall. At no other time shall linen be permitted to be stored in any common area, except inside a vehicle in the garage (not on the pavement next to the vehicle, vehicle roof, vehicle hood, etc.).
10. **SHOPPING CARTS**- AOA shopping carts are for the use Owners and Guests. They are not to be used by any ICS at any time for any reason, even if directed by an Owner.
11. **COMMON AREA WASHERS AND DRYERS**- Common area equipment is for the use of Owners and Guests ONLY. They are not to be used by any ICS, representatives, subcontractors, or employees.
12. **PICK UP**- ICS without a car who must wait to be picked-up at the Whaler may wait for their ride and be picked up at the Loading Dock, mountain side of Tower 2. ICS may not wait or be picked up anywhere else on the Whaler property.
13. **VIOLATIONS**- Security shall cite ICS and advise the General Manager of violations of these guidelines. Repeat violations shall result in barring the ICS from the Whaler. Refer to Work Rules Violation on the last page.

I agree to provide the AOA with the documents requested and will abide by the guidelines. I understand and agree that it is my responsibility to ensure that all individuals representing me and/or my company follow the guidelines. Furthermore, I understand and agree that failure to provide the documents or abide by the guidelines shall be a valid reason to prohibit my company from the Whaler.

Signature: _____

Date: _____

Printed Name: _____

Title: _____

AOAO Approval: _____

Date: _____



Independent Cleaning Services (ICS) Employee List

The Association requires that ICS provide the AOA with certificates of commercial liability insurance according to the limits provided in the ICS Indemnity Agreement, listing the AOA and Managing Agent as additionally insured. Workers Compensation insurance must also be provided for any employees of the ICS. If you hire Independent Contractors to perform cleaning services on your behalf at The Whaler, then the Independent Contractor must also comply with requirements of an ICS at The Whaler, which include, but are not limited to the following:

- 1) Independent Cleaning Service Agreement Form
- 2) Indemnity Agreement
- 3) GET License
- 4) Liability Insurance & All Applicable Insurance Requirements
- 5) List of all chemicals used

Independent Cleaning Service Name: _____

(If you have more personnel, please list on a separate sheet.)

Print names of all authorized personnel	Indicate title: (i.e., owner, employee, independent contractor)

I understand that only the employees listed above are authorized to work on my behalf at The Whaler on Ka'anapali Beach. **Any revisions to the above list shall be provided to the AOA immediately.** Should I hire any Independent Contractors to perform cleaning services on my behalf, I shall provide a list to the AOA and will require that they fulfill the requirements of an ICS as listed above.

Signature: _____ Date: _____

Printed Name: _____ Title: _____

AOAO Approval: _____ Date: _____



ICS Work Rules Violation

1st offense- Given a verbal warning and a copy of the Work Rules Violation list. Security will file an incident report and inform the owner if necessary.

2nd offense- Given a written citation and a warning that the next citation will result in a fine of \$500. ICS will be asked to sign the citation as proof of receipt. Security will file an incident report and inform the owner if necessary.

3rd offense- ICS will be fined \$500 and will not be allowed to work on property until the fine is paid in full. Security will file an incident report and inform the owner if necessary.

4th offense- ICS will be fined \$500 again and will not be allowed to work on property for one (1) year (providing that fine is paid in full). Security will file an incident report and inform the owner if necessary.