

Company Rules & Non-Negotiables

Frameworks & Systems

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Execution Mode:

- ☒ **OS Foundation (Both)**
- ☐  **Route** (Job-Based / Field)
- ☐  **Shift** (Location-Based)

This document outlines the core structure of the 1LD System:

Alignment (What) → Intention (Why) → Execution (Process Steps) → Rhythms → Roles.

You don't have to figure this out alone. Click to [LAYA](#)—reference your document and let the AI co-pilot accelerate the outcome.

Effective Date: Month, day, year

Prepared by: Insert Person's Name

Version: 1.0

System Summary

This system defines how the company establishes, communicates, and enforces the rules that protect execution, culture, and customer trust. These rules reduce ambiguity, prevent chaos, and remove the owner as the layer.

Company Rules are not “values on a wall.” They are operational guardrails that create consistent behavior.

1LD Anchors:

- Cadence creates calm.
- Behavior follows structure.
- Your people are only as good as your processes.
- Execution is clarity over complexity.

- Align. Delete. Execute.
 - Cut the B.S.
 - If it takes more than one step, you are the layer.
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1) Alignment

Purpose

To establish clear, enforceable rules that define:

- how people communicate
- how people show up
- how decisions get made
- what behavior is acceptable
- what behavior is not tolerated
- what happens when rules are broken

Rules exist so teams don't have to guess.

Scope

Applies to every person in the company:

- owner, leaders, managers, field teams, office teams, contractors (if applicable)

Used in:

- onboarding
- daily operations
- performance coaching
- disciplinary action
- leadership decision-making

System Owner and Backup

- System Owner: Business Owner
- Backup Owner: People Lead (HR)
- Enforcement Owners: Department Leads / Managers

2) Intention

Why this system matters

Without company rules:

- expectations vary by manager
- accountability becomes emotional or inconsistent
- small issues become culture problems
- customer experience becomes unpredictable
- standards slip when things get busy

With company rules:

- expectations are clear and consistent
- enforcement is predictable and fair
- teams move faster with less confusion
- culture becomes stable because structure is stable

1LD Anchor:

When rules aren't written and enforced, the owner becomes the layer.

This system is directly linked to:

- Accountability Systems
 - Employee Onboarding Framework
 - Performance Review and Coaching Systems
 - Disciplinary Action System
 - Time Blocking and Cadence Calendars (communication and meeting norms)
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3) Definitions (Practical)

Company Rule

A clear expectation for behavior, communication, or execution that applies broadly.

Non-Negotiable

A rule that has an immediate and consistent enforcement response.

Enforcement

A defined, consistent action taken when a rule is broken.

Rule: If enforcement is unclear, the rule is not real.

4) Outputs (Deliverables)

This system is not installed unless these exist:

1. A written Company Rules and Non-Negotiables list (one page)
 2. An enforcement ladder (what happens on 1st, 2nd, 3rd violations)
 3. A communication and attendance standard (clear and simple)
 4. A training acknowledgment process (signed or recorded)
 5. A cadence for review and updates (quarterly minimum)
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5) Decision Rules (Non-Negotiable)

1. Rules must be written in plain language.
2. Rules must describe behavior, not personality.
3. Rules must include enforcement.
4. If a rule cannot be enforced consistently, it must be revised or deleted.
5. A rule is not “real” until it is trained and acknowledged.
6. Non-negotiables are few. If everything is a non-negotiable, nothing is.

1LD Anchor:

Execution is clarity over complexity. Rules must be easy to follow.

6) Execution

Step 1: Align on the Rule Categories

Create rules in these categories (keep the list small):

1. Attendance and reliability
2. Communication (response time, channels, escalation)
3. Customer respect and professionalism
4. Team respect and behavior
5. Quality and completion standards
6. Safety and compliance (if applicable)
7. Use of tools and documentation (time, photos, notes, etc.)

Deliverable:

- rule categories approved
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Step 2: Write the Rules (One sentence each)

Rules must be:

- specific and observable
- written as "We do / We do not" statements
- measurable where possible

Deliverable:

- draft rules list completed
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Step 3: Classify Rules vs Non-Negotiables

For each rule:

- Is it coachable (normal rule)?
- Or does it require immediate escalation (non-negotiable)?

Examples of typical non-negotiable categories:

- dishonesty

- theft
- harassment
- safety violations
- customer property abuse
- repeated no-call/no-show

Deliverable:

- non-negotiables list finalized (short)
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Step 4: Define Enforcement (Predictable ladder)

Define what happens when a rule is broken:

- first occurrence: coaching + documentation
- second occurrence: written warning + corrective action
- third occurrence: final warning or separation (based on severity)

Non-negotiables may skip steps.

Deliverable:

- enforcement ladder written and approved
-

Step 5: Communicate, Train, and Acknowledge

Rules are installed through:

- onboarding training
- team meeting review
- manager coaching
- signed acknowledgment (digital or paper)

Deliverable:

- training completed and acknowledgment captured
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Step 6: Enforce and Track

Managers must:

- enforce consistently
- document violations and actions
- escalate appropriately
- review trends quarterly

Deliverable:

- enforcement is happening, not just written
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Step 7: Quarterly Review (Align. Delete. Execute.)

Quarterly:

- review violations and patterns
- revise unclear rules
- delete rules that are not used
- tighten non-negotiables if needed

Deliverable:

- rules evolve based on reality
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7) Rhythms (Review Cycle)

Frequency	Action	Owner
New Hire	Train rules + collect acknowledgment	People
Weekly	Reinforce during huddles/meetings as needed	Managers
Monthly	Review rule violations and patterns	People + Department Leads

Quarterly	Update rules and enforcement ladder	Owner + People
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8) Roles & Responsibilities

Business Owner

- approves rules and non-negotiables
- enforces consistency across leaders
- removes ambiguity and protects standards

People (HR)

- maintains the official rules document
- manages acknowledgments and documentation
- audits enforcement consistency
- supports compliance and fairness

Managers / Department Leads

- train and reinforce expectations
- enforce rules consistently
- document violations and actions
- escalate non-negotiables immediately

Team Members

- follow rules
 - ask for clarification early
 - participate in training and acknowledgment
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9) What Good Looks Like

- expectations are clear and visible
- managers enforce consistently

- team members know what “counts” and what doesn’t
 - customer experience improves because behavior is consistent
 - rule violations decrease over time
 - culture feels calm because structure is predictable
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10) Common Pitfalls (and Prevention)

Pitfall: too many rules

Prevention: keep rules short; quarterly delete review

Pitfall: rules are vague (“be professional”)

Prevention: make them observable behaviors

Pitfall: inconsistent enforcement

Prevention: enforcement ladder + documentation required

Pitfall: rules exist but aren’t trained

Prevention: acknowledgment process required

11) Definition of Done

This system is installed when:

- rules and non-negotiables are written on one page
 - enforcement ladder exists and is used
 - training and acknowledgment are complete
 - managers enforce consistently
 - quarterly review keeps rules clean and relevant
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Tool Template: Company Rules and Non-Negotiables (One-Pager Fillable)

Recommended format: Google Doc or spreadsheet tab named **Rules**

Section 1: Company Rules (10–15 max)

Columns:

- Rule (We do / We do not)
- Why it exists (one sentence)
- Owner (who enforces)
- Enforcement step (what happens if broken)

Section 2: Non-Negotiables (5–10 max)

Columns:

- Non-Negotiable
- Immediate Response (what happens)
- Escalation Owner
- Documentation Required

Section 3: Acknowledgment Log

Columns:

- Name
- Role
- Date Trained
- Acknowledged (Yes/No)
- Trainer
- Notes

Have questions or need guidance?



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