

**Employee
Handbook** COPY

DO NOT

YOUR COMPANY NAME

ADDRESS

PHONE NUMBER HERE

Welcome Aboard!

Welcome to the growing family of professional house cleaning associates. The company with whom you have become associated is locally owned and operated and we're proud to have you with us.

Your work is important to both our company and the clients for whom you will be working. The development of skill and proficiency in performing your duties is vital. Your value as a reliable, conscientious associate should never be underestimated. Your belief in the importance of good job performance is essential to your successful employment.

The Company can achieve excellence only through the personal efforts of each individual employee.

This Handbook contains declarations of personnel policies and procedures. This Handbook is not an employment contract. These written policies should increase understanding, eliminate the need for personal decisions on company policy. It is the goal of management to administer these policies in a consistent and impartial manner.

We believe that you will find your employment with us to be challenging and rewarding. You are an important asset to the company. It is our sincere wish that you find success and satisfaction in your new job.

Your Role in the Company

While you we sign your paycheck, your ultimate "boss" is the client. You, your manager and your teammates are cleaning. In the end, your clients are whom you must satisfy.

As a team member you have a number of responsibilities for meeting the company's standards of cleanliness and appearance. However, your job not only requires technical know-how – it requires good "people skills".

When a client walks into a sparkling clean room you can feel their mood change. They will be very appreciate of your efforts.

Should a client ever make a critical comment about your workmanship, be careful not to react negatively. Their criticism is not an attack on you personally. By understanding your job and by treating clients the way you would like to be treated, you'll be able to apply good judgement to otherwise "sticky" situations.

Clients must always be treated like VIP's. They should be treated with the respect due a boss. Without satisfied clients there are

no profits. Without profits there can be no wages, bonuses or job security.

In most cases your clients won't be home while you're working. However, you should always conduct yourself as though he or she was there looking over your shoulder while you're working.

Termination of Employment

You may be terminated for failure to perform assigned tasks satisfactorily or for conduct detrimental to the company. Reasons for termination include, but are not limited to, the following:

- (a) Excess absenteeism or tardiness;
- (b) Failure to keep accurate time, work, or job records;
- (c) Misrepresentation of reasons for time off, or unauthorized leave of absence;
- (d) Failure to return to work after a leave expires;
- (a) Failure to follow legitimate instructions of supervisor;
- (b) Possession of illegal drugs at any time during working hours or consumption of alcoholic beverages on a client's property will be grounds for immediate dismissal. Prior use of illegal drugs or alcoholic beverages, which is clearly evident through your appearance or actions on duty will be grounds for disciplinary action up to and including dismissal;
- (c) Solicitation of funds, or selling of merchandise or services on client's property without authorization of management;
- (d) Distribution of or the posting of literature on client's property without authorization of management;
- (e) Gambling on client's property;
- (f) Refusal to discontinue outside employment which conflicts with the interests of the company;
- (g) Failure to meet job standards;
- (h) Leaving a job site without permission of your immediate supervisor;
- (i) Theft from the company, a fellow employee or a client;
- (j) Willful misconduct of a serious nature;
- (k) Sexual harassment of coworkers or clients of the same or opposite sex, either directly or by innuendo;
- (l) Destruction of company or client property;
- (m) Threatening injury or bodily harm to a fellow employee, supervisor, manager or family members, guests or pets of clients;

- (n) Falsifying company records or documents, non-disclosure of payments made by clients for any goods or services rendered, or housecleaning or other services performed for clients outside of any duly authorized employer will be grounds for termination and potential penalties described in the Confidentiality Agreement.

Voluntary Separation

Should you choose to voluntarily leave the company we would appreciate a minimum of four weeks notice in order to hire and train your replacement.

Job Abandonment

You may be terminated and will not be eligible for rehire if you fail to report to work without contacting management. Such termination will be considered voluntary.

Unemployment Insurance

Your employer contributes to a state (SUTA) and federal (FUTA) Unemployment Insurance Fund. Should your employment be terminated by the company and provided you have met qualifications for eligibility, you may be eligible to receive unemployment insurance benefits.

You should be aware that voluntary termination on your part would exclude you from unemployment insurance benefits. Termination by the company for unsatisfactory performance, a poor attendance record, or for other reasons may also effect your eligibility to receive benefits.

Working Hours

Your working hours will be determined by the assignments you receive and may fluctuate from day to day and from week to week.

As a rule, you should be prepared to make yourself available to work Monday through Friday between 8:05 AM and 3:30 PM. Your actual schedule may include longer or shorter days.

Attendance and Punctuality

Maintaining a good attendance record and being on time for work are significant conditions of your employment with us. If you are absent or even late the entire day's workflow

can be seriously disrupted. It may even be impossible to keep our scheduled appointments for that day.

NOTHING upsets your "boss" – that is, your clients – more than when we mess up on their cleaning schedule or do not show up as promised. This is the major reason why clients fire their house cleaners. A poor attendance record is the primary reason for termination of an employee by the company as well.

If you are asked to report for work at a specific time – such as 8:05 AM each workday morning, it means exactly that: not 8:01 AM or 8:15 AM and certainly not 8:45 AM. If you are tardy it means that your fellow team members are forced to wait around for you to show up before they can get going.

Illness and Family Emergencies

We do realize that there may be occasions where illness or a family emergency will require that you take unscheduled time off from work. In those rare instances we ask that you contact management or your team leader, at home if necessary, with a minimum of two hours advance notice. It takes time to juggle teams and/or reschedule clients so the more notice you can provide the better for all concerned.

In the event of an unscheduled absence due to illness you may be asked to provide a note from your medical caregiver. If requested to validate the reason for any absence you should not take such request as a challenge to your personal integrity. In fact, we expect our employees to seek appropriate medical attention and look after their health and wellbeing when appropriate.

Your employer recognizes that at one time or another an employee may have personal problems which are serious enough to effect work behavior. While we recognize the gravity of such problems, the company cannot permit personal problems to occupy time and attention to such an extent that they distract from successful job performance. If you have such problems which may require you to be away from work, please discuss the situation with management so some equitable arrangement may be reached.

Feigning an illness or a family emergency in order to be excused from work is grounds for termination.

Holidays and Scheduled Absences

Weeks preceding and following major holidays are often extra busy for our company. When a holiday falls on a weekday it means that we now have five days worth of clients to look after in four days (or on occasion, in even less time). Obviously this means we could use the services of more workers at these times – not fewer employees.

The major holidays that we observe are: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. While you will not be asked to work on these particular days, you may be asked to work a few extra hours during the days preceding and following these holidays.

Requests for vacations or time off should be submitted in writing well in advance. Requests for time off around major holidays may be difficult to comply with so you should not be surprised or upset if you're told it's not possible to do so. Any requests for time off during major holidays must be made at least six months in advance. You must also understand that not every employee's request for time off during peak holidays can be satisfied by the company.

We understand that occasionally you may require valid time off from work for personal reasons, such as a doctor's or dental appointment, court appearance or some other commitment which cannot be made other than during your regular working hours. We ask that you provide a minimum of two weeks advance notice and that you do not abuse this liberty.

Safety Program

Our company is concerned about the safety and well-being of everyone associated with the company, including employees and clients. You will be required to attend periodic safety and accident prevention meetings sponsored by your employer and to make yourself familiar with our Safety and Illness Prevention Program. You will receive your own personal copy of the company's Safety Handbook.

Your employer is required to comply with Federal and State Occupation Safety and Health Act (OSHA) administration regulations. Be sure to review the OSHA poster that is legally required to be on display in a conspicuous location at your company's offices.

Federal Law requires your employer to provide Materials Safety Data Sheets (MSDS) for every cleaning product you're required to come in contact with while performing your job. A copy of each product's MSDS sheet must be available at each job site.

For compliance with issues of safety, health, effectiveness and efficiency for the purpose intended, you may not use any products other than those provided for your use by your employer or as approved by your supervisor.

Workers Comp Insurance

We abide by state with respect to Workers Compensation Insurance.

Worker Compensation Insurance is paid for by your employer on behalf of all employees in the event they are injured or become ill as a result of performing their job duties and who require medical treatment or hospitalization as a result thereof.

All injuries and accidents, regardless of how minor, must be reported immediately to management.

Remuneration and Pay Days

The amount of compensation you receive will as explained at the time of hire.

In the event that a payday happens to fall on a legal holiday, it is normal practice to issue paychecks on the workday immediately preceding the holiday.

If you are unclear with respect to your rate of pay or when paydays are, please consult with management.

Social Security and Medicare

As an employee you are required to contribute to the Federal Social Security and Medicare Programs (FICA). Your employer is also required to contribute an equal amount on your behalf.

Normal Social Security benefits such as retirement at age 62, disability, survivor's, and Medicare benefits at age 65 and for those disabled before 65, are available to you as a participant in the Federal Program.

Communications

Your employer is expected to keep you informed on all internal matters pertinent to your job.

Communications considered pertinent to your job include initial and ongoing training and refresher courses in connection with performing your duties, initial and periodic safety meetings, printed materials related to your job which may be revised and updated from time to time and periodic performance reviews.

Performance Reviews

Performance reviews are evaluations based on management's evaluation of your technical competence and knowledge, productivity, reliability, customer relations skills, how well you work with and relate to fellow employees, attitude toward your job and potential for advancement.

Management will review the results of your performance evaluation with you in the spirit of a mutually constructive discussion.

Deficiency Notice

This notice is issued to inform you of a deficiency in your performance. Depending on the severity of the infraction or the accumulation of several notices, employment may be terminated by the company.

Required Postings

Federal Law requires that the following posters are on display in the company's offices at all times:

- * Equal Opportunity Employment Poster
- * Federal Minimum Wage Poster
- * Occupational Safety and Health Act (OSHA) of 1970 Poster
- * Employee Polygraph Protection Act of 1988 Poster
- * Family and Medical Leave Act of 1993 notice (for employers with 50 or more employees).

In addition to these federally required posters, most states have state specific posters that must also be displayed in the company's office.

Personal Appearance and Dress

As an employee of our Company, you will be representing our organization to our clients and to the general public every working day. You are effectively our "ambassador" and as such, rightly or wrongly, people often form an opinion on a company based on the appearance of its employees.

Neat and appropriate attire and grooming are required. Clean shorts or jeans are acceptable (and must have two back pockets – a feature that has everything to do with the ability to perform your work efficiently and that has nothing to do with appearance).

You are required to wear clean clothing daily and to maintain any shirts or other company provided apparel in good condition.

Sneakers or rubber-soled shoes are recommended to prevent slipping on wet surfaces – but they also need to be clean and neat. No open-toed shoes or sandals are allowed.

Men should be clean-shaven or have neatly trimmed mustache and beard. Women should avoid wearing excessive makeup or perfume. Both men and women should keep their hair well groomed. Good personal hygiene habits are a must.

Parking at the Job Site

Never block a driveway, garage or another person's vehicle. Clients may be annoyed if they find a car in the way when they leave or return home while you're there.

If your transportation is leaking oil or other fluids, do not park it on the client's property.

At the Job Site

No food is to be consumed in a client's home. Smoking in clients' homes is prohibited, as is the disposal of cigarette butts on clients' property.

Personal phone calls are taboo, either incoming or outgoing, except for emergencies. If you must call the office and it is a long distance call, be sure to call collect or use a company calling card.

Clients' personal effects may not be tampered with. Items such as checks, cash, jewelry, prescription drugs or costly items that can't be moved or cleaned should not be touched. Any problems arising from theft in clients' homes will be a serious violation and can result in criminal prosecution.

Unless offered by a client who is home while you're there, never help yourself to any food or beverage belonging to the client. This rule also applies to candies or fruit, which may be left out in the open in a bowl or dish.

Anything that is broken while you're cleaning must be immediately reported to your supervisor and to the office.

Visitations by family or friends on a job site are not permitted.

Lunch and Coffee Breaks

Due to the nature of our business, the time and place for coffee breaks or lunch may vary day to day. Employees are generally authorized to schedule their own lunch and coffee breaks, but to schedule such breaks between cleaning appointments.

Mistakes

From time to time we all make mistakes. Never be afraid to admit a mistake. Your honesty and courage will always be appreciated and expected.

Most mistakes have to be dealt with when they occur. Don't try to hide them. Let your supervisor and/or management help you resolve situations with which you're having difficulty.

Never be afraid to ask if you don't know or quite understand something. This is the best way to avoid making mistakes in the first place.

Problems

If you're having a problem with another employee and are unable to work it out in a

friendly manner, please see management as soon as possible.

If you have another problem, a suggestion, or complaint or just want to talk, management will hear you out. Management can't correct a situation that it doesn't know about.

Idle gossip or complaining about other people only hurts others feelings and is often unfounded.

Teamwork

Teamwork is for the benefit of everyone. Only by each team member pitching in and attacking mutual tasks can we collectively accomplish our job.

Ideas

If you believe a policy or procedure needs to be reviewed or altered, write down your ideas and reasons and then discuss them with management. Many of our best ideas come from employees.

It is helpful to have your ideas set down in writing, but not mandatory. Writing them down helps you organize your thoughts, think them through, and explain them more clearly.

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