

Exemplary Cleaning Services

# Employee Handbook



## **Employee Handbook**

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Exemplary Cleaning Services, Inc.  
24044 Cinco Ranch Center Blvd., Suite 100  
Katy, TX 77494  
713-575-0594  
[www.ecscleaninghouston.com](http://www.ecscleaninghouston.com)

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# **1. Introduction**

This handbook is designed to acquaint you with Exemplary Cleaning Services (ECS) and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this handbook applies to all ECS employees. Following the policies described in this handbook is considered a condition of continued employment. However, nothing in this handbook alters an employee's status. The contents of this handbook shall not constitute nor be construed as a promise of employment or as a contract between ECS and any of its employees. The handbook is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this handbook. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

## **1.1. Changes in Policy**

This handbook supersedes all previous employee handbooks and memos that may have been issued from time to time on subjects covered in this handbook.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by ECS, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor.

## **1.2. Employment Applications**

We rely upon the accuracy of information contained in the employment application and the accuracy of other data, such as citizenship and work status, presented throughout the hiring process and employment. Government agencies rely upon this information as well.

Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **1.3. Employment Relationship**

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, ECS is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.13).

## **2. Definitions of Employees Status**

### **2.1. “Employees” Defined**

An “employee” of ECS is a person who regularly works for ECS on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with ECS who are subject to the control and direction of ECS in the performance of their duties.

### **2.2. Regular Full-Time Employees**

Employees who have completed the 30-day probationary period and who are regularly scheduled to work 35 or more hours per week. Generally, they are eligible for the ECS benefits package, subject to the terms, conditions, and limitations of each benefit program.

### **2.3. Regular Part-Time Employees**

Employees who have completed the 30-day probationary period and who are regularly scheduled to work less than 35 hours per week.

### **2.4. Temporary (Full-Time or Part-Time)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with ECS is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company’s benefit programs.

## **2.5. Probationary Period for New Employees**

A new employee whose performance is being evaluated to determine whether further employment in a specific position or with ECS is appropriate.

Probationary periods can be extended should the company or employee feel it would benefit everyone involved.

When an employee completes the probationary period, the employee will be notified of his/her new status with ECS.

## **3. Employment Policies**

### **3.1. Non-Discrimination**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at ECS will be based on merit, qualifications, and abilities. ECS does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

ECS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

### **3.2. Non-Disclosure/Confidentiality**

The protection of confidential business information and trade secrets is vital to the interests and success of ECS. Such confidential information includes, but is not limited to, the following examples:

- Compensation data.
- Financial information.
- Marketing strategies.
- Pending projects and proposals.
- Work and cleaning procedures.
- Use of equipment.

- Cleaning products and chemicals.
- Personnel and payroll records.
- Conversations between anyone associated with ECS.
- Client information of any kind.

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.3. New Employee Orientation**

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about ECS, and prepared for their position. New employee orientation is conducted by a supervisor, and includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all appropriate codes, keys, and procedures needed to navigate within the client site.

The new employee's supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

### **3.4. Probationary Period for New Employees**

The probationary period for regular full-time and regular part-time employees lasts up to 30 days from date of hire. During this time, employees have the opportunity to evaluate ECS as a

place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and ECS have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a [90-day] review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct).

### **3.5. Office Hours**

While ECS is open for business from 5 a.m. to 7 p.m., Monday through Saturday, we are a service that operates seven days a week, and provide occasional on-call services as client needs require.

The standard workweek is 40 hours of work (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Monday (starting at 12:01 a.m.) through Saturday (ending at 12 p.m.), unless a supervisor makes prior other arrangement with the employee.

### **3.6. Lunch and Break Periods**

ECS provides for lunch and other break periods, depending on the client and work situation. For more information, employees should see their supervisor.

If employees have unexpected personal business to take care of, they must notify their supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

### **3.7. Personnel Files**

Employee personnel files include the following:

- Client information.
- Job application.
- Job description.
- Résumé.
- Records of participation in training events.
- Salary history.
- Records of disciplinary action.
- Documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of ECS, and access to the information is restricted by law. Management personnel of ECS who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their supervisor.

### **3.8. Personnel Data Changes**

It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data such as:

- Mailing address.
- Telephone numbers.
- Name and number of dependents.
- Individuals to be contacted in case of emergency.
- Legal status (citizenship, work, marital, and so on).

An employee's personnel data should be accurate and current at all times.

### **3.9. Inclement Weather/Emergency Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office or cancel any service will be made by management.

When the decision is made to close the office, employees will receive official notification from their supervisors.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them.

### **3.10. Employee Performance Review and Planning Sessions**

Supervisors will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after six (6) months of service. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals.

Together, employee and supervisor discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

ECS directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason, among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods (see Section 3.3, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular schedule.

### **3.11. Outside Employment**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with ECS. Unless an alternative work schedule has been approved by ECS, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

ECS's office space, equipment, and materials are not to be used for outside employment.

### **3.12. Corrective Action**

ECS holds each of its employees to certain work rules and standards of conduct (see Section 4, Standards of Conduct). When an employee deviates from these rules and standards, ECS expects the employee's supervisor to take corrective action.

Corrective action at ECS is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, ECS considers certain rule infractions and violations of

standards as grounds for immediate termination of employment. These include but are not limited to:

- Mailing address.
- Theft in any form.
- Insubordinate behavior.
- Vandalism or destruction of company or client property.
- Being on company property during non-business hours.
- The use of company equipment and/or company vehicles without prior authorization by management.
- Untruthfulness about personal work history, skills, or training.
- Divulging company business practices.
- Misrepresentations of ECS to a customer, a prospective customer, the general public, or an employee.
- No-show for work, without notifying a supervisor. This is considered job abandonment.
- Failure to notify a supervisor of any incidents/accidents at a client site.

### **3.13. Employment Termination**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee.
- Termination – involuntary employment termination initiated by ECS.
- Layoff – involuntary employment termination initiated by ECS for non-disciplinary reasons.

When an employee intends to terminate his/her employment with ECS, he/she shall give ECS at least two (2) weeks written notice.

Since employment with ECS is based on mutual consent, both the employee and ECS have the right to terminate employment at will, with or without cause during the Introductory/Probationary Period for New Employees (See Section 3.4, Introductory/Probationary Period for New Employees).

Any employee who terminates employment with ECS shall return all files, records, keys, and any other materials that are property of ECS. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to ECS will also be deducted from the employee's final check.

Employee's benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense (See Section 5, Benefits) if the employee elects to do so. The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations.

### **3.14. Safety**

ECS provides information to employees about workplace safety and health issues through regular internal communication and this handbook.

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where

appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.16, Employee Requiring Medical Attention).

Section 8, Safety Procedures, provides guidance for safe use of various tools and chemicals.

### **3.15. Health-Related Issues**

Employees who become aware of any health-related issue, including pregnancy, should notify their supervisor of health status. This policy has been instituted strictly to protect the employee.

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor.

### **3.16. Employee Requiring Medical Attention**

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee’s personal physician must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, ECS’s employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician's "return to work" notice may be required.

### **3.17. Building Security**

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from management.

### **3.18. Vehicle Security**

If you are driving, be sure to text your supervisor when you are leaving, where you are going, and when you arrive.

Do NOT text while driving, however.

All employees are reminded to drive safely and follow all traffic laws. When leaving something in a car, be sure to place the item where it cannot be seen from the outside.

### **3.19. Insurance on Personal Effects**

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office. ECS assumes no risk for any loss or damage to personal property.

### **3.20. Supplies; Expenditures; Obligating ECS**

Only authorized persons may purchase supplies in the name of ECS. No employee whose regular duties do not include purchasing shall incur any expense on behalf of ECS or bind

ECS by any promise or representation without written approval.

### **3.21. Expense Reimbursement**

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements under \$25 will be included in the employee's next regular paycheck. An example of such an expense would include mileage. If the amount is more than \$25, the reimbursement request will be processed like an invoice. All completed reimbursement request forms should be turned in to an employee's supervisor.

### **3.22. Parking**

Employees must park their cars in areas indicated and provided by ECS.

### **3.23. Visitors in the Workplace**

To provide for the safety and security of employees, visitors, and the facilities at ECS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

### **3.24. Immigration Law Compliance**

ECS employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with ECS

within the past three years or if their previous I-9 is no longer retained or valid.

## 4. Standards of Conduct

The work rules and standards of conduct for ECS are important, and ECS regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting ECS business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.12, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records (See Section 5.2, Timekeeping).
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse).
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.6, Substance Abuse).
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Negligence or improper conduct leading to damage of company-owned or customer-owned property.
- Insubordination or other disrespectful conduct.
- Violation of safety or health rules.
- Smoking in the workplace.
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment).

- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice).
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use).
- Using company equipment for purposes other than business.
- Divulging company business practices.
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

#### **4.1. Attendance/Punctuality**

ECS expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness place a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone number is 713-575-0594.

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least seven (7) working days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and ECS's needs. Such requests may or may not be granted.

## **4.2. Absence Without Notice**

When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll.

If you become ill while at work or must leave the job site for some other reason before the end of the workday, be sure to inform your supervisor and client of the situation. Also, make sure that arrangements can be made to cover your absence.

## **4.3. Harassment, Including Sexual Harassment**

ECS is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible harassment should promptly advise their supervisor who will handle the matter in a timely and confidential manner.

## **4.4. Telephone Use**

ECS telephones are intended for the use of serving our customers and in conducting the Company's business.

Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.12, Corrective Action).

#### **4.5. Public Image**

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

#### **4.6. Company Attire**

Appropriate company attire includes a company name tag, white polo shirt, khaki pants, closed-toe shoes, short hair (or hair tied back behind the head), and apron. A company jacket is required in case of inclement weather.

Consult your supervisor if you have any questions about appropriate business attire.

#### **4.7. Substance Abuse**

The company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all ECS employees while they are on ECS premises or elsewhere on ECS business. The manufacture, distribution, possession, sale,

or purchase of controlled substances of abuse on ECS property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

To be clear about what these rules signify, please note the following definitions:

- Company property: All company-owned or leased property used by employees.
- Controlled substance of abuse: Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.
- Drug: Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.
- Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.
- Illegal drug: a) Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation; b) Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician; c) Inhalants used illegally.
- Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the company's policy on

drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

#### **4.8. Tobacco Products**

Do not smoke on a client site. Do not smoke in the presence of a client.

#### **4.9. Internet Use**

ECS employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct ECS business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. ECS reserves the right to access and monitor all files and messages on its systems.

## **5. Wage and Salary Policies**

### **5.1. Wage or Salary Increases**

Each employee's hourly wage or annual salary will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position, or based on a recent promotion.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.10, Employee Performance Review/Planning Sessions).

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, ECS does not grant "cost of living" increases. Performance is the key to wage increases in the Company.

### **5.2. Timekeeping**

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties.

Call or text your supervisor when you begin and end work.

ECS does not pay for extended breaks or time spent on personal matters.

### **5.3. Overtime**

ECS is open for business forty (40) hours per week. Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime is payable for all hours worked over 40 per week at a rate of one and one-half times the nonexempt employee's regular hourly

rate. Time off on personal time, holidays, or any leave of absence will not be considered hours worked when calculating overtime. In addition, vacation time does not constitute hours worked.

All overtime work performed by an hourly employee must receive the supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action.

#### **5.4. Paydays**

All employees are paid every other Thursday. If a regularly scheduled payday falls on a weekend or holiday, or there are extenuating circumstances, supervisors will contact employees to make necessary arrangements.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his/her return from vacation.

If the employee is not at work when paychecks are distributed and does not receive the paycheck, the paycheck will be kept at their supervisor's desk through the rest of the payday. If an employee is unable to pick up his or her check on payday, he or she will need to see their supervisor.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's address or deposited directly into an employee's bank account upon request.

## **6. Benefits and Services**

The existence of these programs does not signify that an employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

### **6.1. Social Security/Medicare**

ECS withholds income tax from all employees' earnings and participates in FICA (Social Security) and Medicare withholding and matching programs as required by law.

### **6.2. Vacation**

ECS offers five (5) days of vacation after one year of employment for full-time employees. One additional day of vacation is added for each year of employment.

Employees must be employed by ECS at the time of the vacation.

### **6.3. Record Keeping**

ECS management maintains vacation days accrued and used. Each employee is responsible for verifying his/her pay stub to make sure the correct number of hours appear.

### **6.4. Jury Duty/Military Leave**

Employees will be granted time off to serve on a jury or military leave without pay. However, all regular employees both full-time or part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

## **6.5. Educational Assistance**

ECS recognizes that the skills and knowledge of its employees are critical to its success. ECS offers educational assistance programs to encourage personal development improve job-related skills and enhance an employee's ability to compete for reasonably attainable jobs in ECS. For more information, employees should speak to their supervisor.

## **6.6. Training and Professional Development**

ECS recognizes the value of professional development and personal growth for employees. Therefore, ECS encourages its employees who are interested in continuing education and job specific training to research these further and speak to their supervisor.

## **7. Employee Communications**

### **7.1. Staff Meetings**

Quarterly staff meetings will be held as called by management. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition.

### **7.2. Bulletin Boards**

Bulletin boards placed in the ECS office provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

### **7.3. Suggestions and Input Box**

ECS encourages employees who have suggestions that they do not want to offer orally or in person to write them down and leave them with management. If this is done anonymously, every care will be taken to preserve the employee's privacy. Management reviews suggestions and input on a regular basis.

### **7.4. Procedure for Handling Complaints**

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, ECS encourages employees to contact management.

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## **8. Safety Information**

Follow these guidelines when performing a cleaning job.

### **8.1. Preparing for Cleaning**

1. Ventilate the room to be cleaned.
2. Secure all cleaning tools and chemicals away from clients, including children and pets.
3. Remove or secure any client items (books, papers, pet food dishes, toys, and so on) so they are out of the way when you work.
4. Read and follow the instructions for cleaning equipment you will be using.
5. Always wear rubber gloves when performing all cleaning tasks.
6. Always make sure the wires are in good condition when using electrical equipment.
7. Always turn off lights and light fixtures before cleaning them.
8. Always make sure to stabilize a ladder before climbing it to perform cleaning tasks.

### **8.2. General Rules and Procedures**

Every employee is responsible for ensuring that cleaning baskets are cleaned, filled, and ready for the next job or the next day.

Every employee is responsible for ensuring that cleaning equipment and tools are clean, presentable, and in good condition to perform a task.

Every employee is responsible for ensuring that each vehicle is ready for on-site jobs (for example, enough towels, mops, vacuums, filters, and so on, are set aside to do the work).

### **8.1. Using Bleach**

Always dilute bleach before use according to ECS standards.

When spring bleach to a towel, spray away from you. Do not spray bleach in the direction of your face.

### **8.2. Using Chemicals**

Do not mix chemicals for any reason, unless your supervisor gives you instructions how to do so.

Never smell chemicals from a bottle.

Never spray a chemical directly to a surface or cleaning target.

Always rinse thoroughly after use.

### **8.3. Using Microfiber Cloths and Mops**

ECS uses different microfiber cloths and mops for different cleaning tasks.

Change out microfiber cloths often to reduce bacteria and mildew.

Change out mops after each use, or when you finish at the place of service.

### **8.4. Storing Chemicals and Equipment**

Store chemicals and equipment as directed by your supervisor.

## Statement

I have read the ECS Employee Handbook and agree to abide by its policies.

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Signature

Date

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Name (Please Print)