



# Employee Handbook

Custom Cleaning of the Treasure Coast, Inc.

3610 SE Federal Highway, Suite 3

Stuart, FL 34997

## **EMPLOYEE HANDBOOK**

This Employee Handbook (Handbook) is designed to summarize Custom Cleaning of the Treasure Coast, Inc.'s (the "Company") personnel policies and benefits and to acquaint employees with many of the rules concerning employment with the Company.

Compliance with the Company's policies is a condition of employment. This employee handbook supersedes all employee handbooks previously issued by the Company.

The Company reserves the right to modify, rescind, delete, or add to the provisions of this Handbook from time to time in its sole and absolute discretion consistent with applicable law. The Company will attempt to notify employees of any significant changes that affect them; however, changes will take effect regardless of whether employees receive such notice. This Employee Handbook is not a binding contract between the Company and its employees, nor is it intended to alter the at-will employment relationship between the Company and its employees.

The Company reserves the right to interpret the policies in this handbook in its discretion. The most recent update of this handbook will always be available in BambooHR. If you have any questions about the contents in this handbook or any of the policies, please contact the Office and speak to anyone in management

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## **WELCOME**

Welcome to the Custom Cleaning team! We are thrilled to have you and hope you find your employment with us to be an exciting, rewarding experience!

## **OUR MISSION**

Our mission is to connect with each client and give them the very best cleaning experience possible. We are always looking for ways we can improve our service and make their lives better for having hired us.

## **CORE VALUES**

**Consistency** - We are reliable, which helps build trust and gives our clients one less thing to worry about.

**Professionalism:** We keep up with new cleaning techniques, procedures and products that will make our job more efficient and give the client the best result possible.

**Care** - We care about our clients, our teammates, our community, the company, and ourselves.

**Fun:** We work to make cleaning as “fun” as possible.

## **POLICIES**

### **At-Will Employment Policy**

Employment with the Company is at-will, unless otherwise specified in a written employment agreement, collective bargaining agreement, or otherwise provided by law. This means employment with the Company is not for any specified period and may be terminated by the employee or the Company at any time, with or without cause or advance notice. In connection with this policy, the Company reserves the right to modify or alter the employee's position, in its sole discretion consistent with applicable law, with or without cause or advance notice, through actions other than termination, including demotion, promotion, transfer, reclassification, or reassignment. In addition, the Company reserves the right to exercise its managerial discretion in imposing any form of discipline it deems appropriate.

No person other than Rhonda Leon has the authority to enter into an agreement contrary to this statement.

### **Equal Employment Opportunity / Non-Discrimination Policy**

It is the policy of the Company to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, color, religion or creed, gender, sex (including pregnancy), national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other classification protected by applicable local, state, or federal laws.

This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, compensation, promotion, benefits, training, discipline, and termination.

Reasonable accommodation is available for qualified individuals with disabilities in accordance with applicable federal, state, and local law.

The Company expects all employees to act in accordance with our equal employment opportunity policy, and to take all steps necessary to maintain a workplace free from unlawful discrimination, harassment, and retaliation.

In the event you believe that a violation of this policy has occurred, please follow the Complaint Procedure. The Company will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim, or cooperating in related investigations.

Anyone who violates this policy will be subject to discipline, up to and including termination of employment.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

#### Anti-Harassment Policy

The Company is committed to providing a work environment free of sexual or any form of unlawful harassment, discrimination, or retaliation. Harassment or unlawful discrimination against individuals on the basis of race, color, religion or creed, gender/sex, pregnancy, national origin or ancestry, ethnicity, citizenship status, genetic information, military or veteran status, age, and physical or mental disability, or any other characteristic protected by applicable local, state, or federal laws is illegal and prohibited by Company policy. Such conduct by or towards any employee, contract worker, customer, vendor, or anyone else who does business with the Company will not be tolerated.

Any employee or contract worker who violates this policy will be subject to disciplinary action, up to and including termination of his or her employment or engagement. To the extent a customer, vendor, or other person with whom the Company does business engages in unlawful harassment, discrimination, or retaliation, the Company will take appropriate action to remedy the situation.

### **PROHIBITED CONDUCT**

#### **Sexual Harassment**

The Company expressly prohibits any form of unlawful harassment based on a characteristic protected by law, including but not limited to sexual harassment. Unlawful interference with the ability of Company employees to perform their expected job duties will not be tolerated.

Specifically with regard to sexual harassment, the Company prohibits unwelcome

- (1) sexual advances or requests for sexual favors; and
- (2) all other verbal, physical, or visual conduct of a sexual nature, particularly where:
  - submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or engagement,
  - submission to or rejection of such conduct by an individual is used as a basis for decisions concerning that individual's employment or engagement, or
  - it creates a hostile or offensive work environment.

Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors and lewd, vulgar or obscene remarks, jokes, posters or cartoons, and any unwelcome touching or other verbal or physical conduct of a sexual nature.

### **Other Forms of Harassment**

Other forms of unlawful harassment or discrimination are also strictly prohibited. Such unlawful harassment or discrimination may include racial epithets, slurs and derogatory remarks, stereotypes, jokes, posters or cartoons based on race, religion, color, national origin, sex, age, disability, genetic information, military status, or any other characteristic protected by applicable local, state, or federal laws.

Prohibited harassment might occur through the use of the Company's electronic communications system, or through other on-line conduct.

### **Complaint Procedure and Anti-Retaliation**

The Company strongly urges the reporting of all harassment, discrimination, and retaliation. In the event you believe that a violation of this policy has occurred, please follow the Complaint Procedure. The Company will investigate your complaint and take appropriate remedial action.

No one will be subject to, and the Company prohibits, any form of discipline, reprisal, intimidation, or retaliation for good faith reports or complaints of incidents of harassment of any kind, pursuing any harassment claim, or cooperating in related investigations.

This list is illustrative only, not exhaustive. All forms of harassment are prohibited both in the workplace and at employer-sponsored events.

### **Anti-Retaliation Policy**

The Company prohibits retaliation against any individual who reports harassment or discrimination. Retaliation is an adverse action against an employee because the employee brings a workplace concern or complaint to the Company's attention or provides information to the Company regarding a workplace concern or complaint.

If you believe that you have been retaliated against, we encourage you to follow the Complaint Procedure. The Company will investigate your complaint and take appropriate remedial action. This policy is not intended to prohibit employees from



discussing terms and conditions of employment with others, reporting to the government possible violations of applicable federal or state laws or regulations, or making other disclosures to the government protected under the whistleblower provisions of applicable federal or state laws or regulations.

Anyone who engages in retaliation will be subject to disciplinary action, up to and including termination of employment.

### **Disability And Reasonable Accommodation Policy**

The Company is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA) and its corresponding state and local laws. It is our policy not to discriminate against any qualified employee or applicant because of that individual's disability or perceived disability. In line with this policy of non-discrimination, we will provide reasonable accommodations to qualified individuals with a disability, as defined by the ADA or applicable state or local law, who have made us aware of their disability.

Individuals with disabilities to come forward and request reasonable accommodations. Employees are encouraged to make requests for reasonable accommodations in writing and should include relevant information such as a description of the accommodation being requested, the reason the accommodation is needed, and how the accommodation will help the employee perform the essential functions of his or her job. The Company makes determinations about reasonable accommodation on a case-by-case basis considering various factors based on an individualized assessment in each situation.

The Company expressly prohibits any form of discipline, reprisal, intimidation, or retaliation against any individual for requesting an accommodation in good faith.

In the event you believe that a violation of this policy has occurred, please follow the Complaint Procedure. The Company will investigate your complaint and take appropriate remedial action.

### **Genetic Information Non-Discrimination (Gina) Policy**

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits covered employers from requesting or requiring genetic information of an individual or an individual's family member, except as specifically allowed by this law. To comply with GINA, the Company asks that employees not provide any genetic information when responding to a request for medical information for purposes of leaves of absence or otherwise.

"Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. If you have any questions about the information to be provided, please contact your manager.

## **Complaint Procedure**

Employees who feel that they have been harassed, discriminated, or retaliated against, or who witness any such conduct by an employee, contract worker, customer, vendor, or anyone else who does business with the Company, should immediately report such conduct to their supervisor, any other member of management, or Rhonda Leon.

In response to every complaint, the Company will conduct an investigation and, if it concludes that improper conduct occurred, take appropriate corrective action.

In certain circumstances, the Company may direct employees to keep an employee's complaint and any related investigation confidential or as confidential as possible to further the goals of federal, state, and local harassment and discrimination laws. Moreover, nothing contained in any such confidentiality directive or in this Complaint Procedure is intended to prohibit employees from discussing terms and conditions of employment with others, reporting to any government agency, including the National Labor Relations Board and the Equal Employment Opportunity Commission or parallel state agency, possible violations of federal or state law or regulation, or making, to any government agency, any other disclosures that are protected under the whistleblower or any other provisions of federal or state law or regulation.

The Company expects that all employees will cooperate with Company investigations.

The Company will not retaliate against employees for opposing or reporting unlawful harassment or discrimination or for otherwise participating in processes connected with an investigation, proceeding, or hearing conducted by the Company or a government agency with respect to such complaints. The Company will take disciplinary action, up to and including the termination of any employee who retaliates against another employee for engaging in any of these protected activities.

The Company will take prompt and effective remedial action if it determines that an employee knowingly made a false claim of discrimination, harassment, or retaliation.

Any employee who has questions about this policy or requires further information on the subject of sexual or other harassment or discrimination should contact your manager.

## **Drug and Alcohol Free Workplace**

Custom Cleaning is committed to providing its employees, clients and visitors with a safe environment. As a part of this policy, employees are required to be in a suitable mental and physical condition while at work and to perform their jobs effectively and safely. Specifically, employees are prohibited from:

- appearing for work or otherwise performing acts or services for the company while under the influence of substances that impair cognitive, psychological or physical capacity (these are referred to as "prohibited substances") at the company premises, client residences, in vehicles, or other locations in any way related to their employment;
- The unlawful possession, use, sale, distribution, or manufacture of illegal drugs or paraphernalia, or alcoholic beverages on the company's premises, work sites, vehicles, client locations or other locations in any way related to their employment; and

- the off-premises use of alcohol or possession, use, sale, distribution or manufacture of illegal drugs or paraphernalia, when such activities do or may negatively affect job performance, job safety, or the reputation of the company.

Violation of any of these policies may result in disciplinary action, up to and including immediate termination of employment.

The proper use of prescription medications or over-the-counter drugs as part of a medical treatment program of the individual is not a violation of this policy but it may be important for management to be aware of such use in order to determine appropriate job assignments, and even approved use may require reassignment, a leave of absence or termination. An employee undergoing prescribed medical treatment with a controlled medication that could impair their physical, mental or emotional capacity must discuss the matter with his or her physician in order to assess potential risks; and, if the medication poses a risk to safety, report the use of the medication to management. Failure to disclose the use of controlled medications in such a circumstance may result in disciplinary action, including possible termination of employment.

Pursuant to applicable state and federal law, Custom Cleaning may implement and utilize drug and alcohol testing for any employee.

### **Smoking**

Employees are encouraged not to smoke. However, Custom Cleaning recognizes that the decision to smoke or not to smoke is a personal one and does not discriminate against any employee who uses tobacco products during non-working hours. Custom Cleaning is a 'Tobacco Free/No Smoking' company, and smoking, vaping or use of chewing tobacco is not allowed during work hours in indoor workspaces, company premises, or client's residences, including client porches, patios, or driveways.

### **Return to Work After Injury or Illness**

Employees who have been absent from work because of illness or injury may be required to obtain a doctor's release specifically stating that the employee can perform his or her normal duties or assignments.

### **Termination**

**Resignation** - Two (2) weeks is the expected amount of notice for an employee to give prior to leaving Custom Cleaning. An employee failing to give two weeks' notice prior to resigning may be ineligible for rehire. Custom Cleaning reserves the right to immediately separate employment to an employee who gives notice of resignation rather than allowing an employee to work during their notice period.

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 resignation without notice. All resignations MUST be submitted in writing.

Dismissal - Substandard Performance - An employee may be discharged if his or her performance is unacceptable. Management shall strive to counsel the employee concerning performance deficiencies, provide direction for improvement, and warn the employee of possible termination if performance does not improve within a defined

period. However, no specific steps or progressive discipline need be followed. Rather, Custom Cleaning will impose the discipline it deems appropriate in any given situation, including but not limited to reduction in hourly wage, reduced work schedule, and termination.

**Misconduct** - Certain actions are deemed so detrimental to Custom Cleaning that they may warrant immediate dismissal. Although it is impossible to list all such offenses, the following offenses may subject the employee to disciplinary action, up to and including termination:

- Theft, embezzlement.
- Inaccurate timesheet.
- Using products or any supplies not provided or approved by Custom Cleaning.
- Selling any product or service to Custom Cleaning clients
- Conducting unauthorized business on Custom Cleaning time.
- Being disrespectful to team members, office staff, or members of management.
- Excessive tardiness
- Unauthorized use of Custom Cleaning equipment.
- Insubordination - refusing to obey instructions or to perform work as directed by a supervisor or other proper authority
- Failure to report damage to a customer's home or possessions
- Failure to report for work without sending a message to appropriate supervisor or management by 6:00 a.m.
- Dangerous horseplay and practical jokes.
- Reporting to work under the influence of alcohol or the use of intoxicating beverages on Custom Cleaning or job premises.
- Reporting to work under the influence of illegal drugs or prescription drugs not prescribed for the employee by a physician, or the sale, offer, possession or use of such drugs on or off Custom Cleaning or job premises.
- Using threatening or abusive language.
- Falsification of personnel or other Custom Cleaning records (including doctors notes).
- Physical assault or threats of physical violence upon anyone.
- Damage to Custom Cleaning equipment or property by an intentional act or one of gross negligence.
- Damage to a customer's home or possessions by an intentional act or one of gross negligence.
- Leaving cleaning job site without management approval

- Unauthorized possession of dangerous or illegal firearms, weapons, or explosives on Custom Cleaning premises or while on duty.
- Failure to check your schedule in Maid Central, resulting in missing a job is considered a no-show-absence.
- Not responsive to texts or phone calls.
- Not attending required meetings or not attending them on time.
- Quality of service both in client's homes and while working any other assigned tasks.

Termination resulting from misconduct shall be entered into the employee's personnel file immediately and the employee will be considered ineligible for rehire.

### **Employment of Former Employees**

Employees whose employment with the Company is terminated may be re-hired provided they left the Company in good standing. Employees who are re-hired by the Company will lose their original anniversary date for all purposes and be assigned a new date corresponding to the first day of the job after re-employment.

### **Theft**

All thefts of customer, Custom Cleaning, or fellow employee possessions will be prosecuted and will result in immediate termination.

If a customer reports theft in their home, Custom Cleaning will obtain any pertinent facts from the customer. Custom Cleaning will then begin an internal investigation of the possible theft. Custom Cleaning will encourage the customer to report the theft to the police. All employees are expected to cooperate fully with any internal/police investigation. During the investigation, all employees who were in the customer's home may be suspended pending the investigation and cannot return to work until the investigating police officer indicates that the employee is cleared of any suspicion. Theft is grounds for immediate termination.

## **ATTENDANCE AND OTHER POLICIES**

### **Attendance Policy**

All Employees are expected to use Maid Central to login and logout for work. Employees are required to keep Maid Central open and the GPS notification turned on during their work schedule. Employees can monitor their own attendance via Maid Central.

Punctuality and regular attendance are essential to the successful operation of the Company's business. If an employee knows in advance that he or she will not be able to report to work (or to report to work on time) for any reason, the employee must notify his or her supervisor by telephone as far in advance as possible before the day(s) of the absence or his or her starting time. If there is an unanticipated absence or tardiness, the

employee (or his or her representative in an emergency) must call his or her supervisor no later than 6:00 a.m. before his or her starting time.

If an employee desires to leave work for any reason during the workday, the employee must obtain his or her supervisor's permission prior to leaving. In the event that the employee fails to call in to his or her supervisor or report for work for three consecutive workdays, the employee will be deemed to have voluntarily resigned from his or her employment with the Company and will be removed from the payroll, except as otherwise provided by law and absent extenuating circumstances. This policy is not intended to limit an employee's right to engage in a lawful strike, work stoppage, or other conduct protected by Section 7 of the National Labor Relations Act.

Excessive absenteeism or tardiness may subject the employee to disciplinary action, up to and including termination. Absences protected by any applicable federal, state, or local law are not subject to disciplinary action. Although this policy is intended for non-exempt employees, the Company may discipline exempt employees for excessive absences or late arrivals, up to and including termination.

### **Scheduling and Availability**

Employees are expected to be available from 8:00 a.m. - 5:00 p.m. (or until the last job is completed) unless other arrangements have been made in advance with management. Workdays may vary in length due to demand for cleaning services on that day, customer cancellations or re-schedules. Full-time employees are generally scheduled for approximately 34 to 42 hours per week, though we cannot guarantee a certain number of hours. If it appears your team will get off early, please do not make plans outside of work until you have verified that no other teams need help as determined by calling the office or checking with supervisor. When you are finished with your last house, if management requests that you help a team, you are required to do so cheerfully.

### **Meetings**

Advance notice will be given for meetings. All meetings are mandatory and you will be paid for your time at the meeting. We will try to limit the number and length of meetings as best we can.

The Company requires you to report to the office once a week to drop off cleaning cloths and equipment for inspection, repair, and trade-in as needed and to check-in for training and updates.

### **Paid Time Off (PTO)**

This policy applies to all full-time employees that routinely work 32 or more hours per week.

The Company recognizes the importance of time off for rest, relaxation, and other familial or personal obligations. Therefore, employees may use Paid Time Off ("PTO") for any purpose including vacation, illness, and personal appointments.

The amount of PTO available is based upon an employee's continuous length of service with the Company. The chart below listed the eligibility for PTO. PTO will begin to accrue from the first day of employment, but not available for use until after the 90 day probationary period expires.

PTO accrues over the calendar year and is based on your hire date in the calendar year.

Full-time employees accrue PTO pay in accordance with the following schedule:

<b><u>Length of Continuous Service</u></b>	<b><u>Entitlement</u></b>
0–2 years	5 days (40 max hours) accrued at 0.02149 per hour worked
3 years and beyond	10 days (80 max hours) accrued at 0.04298 per hour worked

### **Paid Birthday Day**

After 90 days of employment, the Company also provides additional eight (8) hours to be used in the month of the employee's birthday. If the Paid Birthday Day is not used in the month of the employee's birthday, it will be forfeited. You are encouraged to put in your Birthday PTO with at least two-week notice so we have time to cover you for that day.

### **PTO Requests and Conditions**

- Except in cases of emergency or illness, employees must request PTO at least two weeks in advance through Maid Central and approved by your manager.
- To use PTO for planned absences (e.g., scheduled medical appointments), you must request the absence at least ten business days in advance. For unscheduled or unexpected absences, you must contact your supervisor to request the use of sick leave before your regular start time. The Company may request appropriate medical certification from your healthcare provider to confirm the need for leave.
- PTO must be taken in minimum two-hour increments and a maximum of two consecutive weeks. Approved leaves of absence are not considered a break in continuous service and are included in determining length of continuous employment for purpose of determining the PTO accrual rate.
- Employees should strive to use all their PTO during the anniversary year of employment in which it accrues. Accrued but unused PTO up to sixteen (16) hours can be carried over into the next anniversary year but all other accrued but unused PTO will not carry over into the next anniversary year, and will be forfeited.



- Accrued but unused PTO will not be paid out upon termination of employment to employees.
- If an observed holiday falls or is observed during your PTO, you are not required to use PTO for that day, unless you want to.
- PTO days pay will be paid at an employee's regular straight-time hourly rate of pay or regular base salary for the approved PTO period. PTO are not considered hours worked for purposes of calculating overtime.

### **Benefits**

All full-time employees of Custom Cleaning are eligible for free Teladoc program for themselves and their families after 30 days of employment.

### **Holidays**

Custom Cleaning is officially closed on the following days.

- January 1<sup>st</sup> – New Year's Day
- Memorial Day
- July 4<sup>th</sup> – Independence Day
- Labor Day
- Thanksgiving Day
- December 25<sup>th</sup> – Christmas Day

These holidays are unpaid unless you are scheduled to work on the holiday. Time Off Requests for days surrounding the holidays should be asked for two weeks or more in advance and will be approved in the order of submission as time off becomes available through the office and is limited in quantity. No time off requests will be approved during Thanksgiving Week, Christmas Week or New Years Week. All three of these weeks are very busy cleaning weeks.

### **Medical Leave of Absence**

The Family Medical Leave Act does not apply to the Custom Cleaning, which employs less than 50 employees at all work locations.

Custom Cleaning recognizes that circumstances may arise in which an employee must be absent from work beyond the leave granted by these policies for their own serious illness, or to recover from childbirth, or for another reason approved by Custom Cleaning, and may grant an unpaid leave of absence for these reasons, at Custom Cleaning's sole discretion. Unpaid leaves of absence will not be granted to part-time employees or employees who have been working less than three continuous months. Leaves of absence will generally not extend beyond 12 weeks per each rolling backward 12-month period. Documentation from a physician establishing the employee's need for leave may be required.

Employees should contact the Office Manager to discuss an unpaid leave of absence. Custom Cleaning will review such requests on a case-by-case basis.

Custom Cleaning will try to return an employee returning from leave to the employee's



previous job, if the employee remains qualified to perform the work and the employee returns within six weeks of leave beginning. However, Custom Cleaning cannot guarantee reinstatement following a leave of absence.

The following requirements will be applicable to employees on all types of leaves of absence:

- An employee on any leave of absence shall not return to work prior to the expiration of his or her leave without the prior written consent of Custom Cleaning.
- An employee who does not return to work at the end of his or her leave of absence will be considered to have voluntarily resigned from employment with Custom Cleaning.
- An employee who accepts other employment while on any leave will be deemed to have voluntarily resigned his or her employment with Custom Cleaning.

### **Bereavement Leave**

Custom Cleaning will provide time off, unpaid, without penalty for employees to attend the funerals of immediate family members. An employee's "immediate family" is defined to include the employee's current spouse, domestic partner, parent, step-parent, parent-in-law, sibling, child, step-child, grandparents, and grandchildren. Bereavement leave is one unpaid day but additional time can be approved for travel time if necessary. The Company reserves the right to request verification of the need for bereavement leave. Any employee who abuses this policy will be subject to disciplinary action, up to and including termination of employment.

### **Jury Duty**

Custom Cleaning will grant employees unpaid time off for mandatory jury duty or court appearances as a witness when the employee must serve or is required to appear as a result of a court order or subpoena. A copy of the court order or subpoena must be supplied to the employee's supervisor/manager when requesting time off.

## **GENERAL INFORMATION**

### **Workday**

Custom Cleaning is open for business from 8:00 a.m. – 5:00 p.m. (or until we are done) Monday through Friday. Working hours will be determined by the assignments you receive and may fluctuate from day to day and week to week. The nature of our business sometimes demands workday or workweek hours different than those set forth above. No employee is guaranteed a fixed number of hours. If you choose to work on our commercial accounts, hours will vary and will include nights and weekends even when there is a holiday. Although, we try our best to move the account if at all possible.

## **Internal Transfers and Promotions**

Employees who meet attendance requirements and with good performance reviews may request consideration to transfer to other jobs as vacancies become available and will be considered along with other job applicants. At the same time, the company may initiate transfers of employees between departments and facilities to meet specified work requirements and reassignment of work requirements. The Company offers team members promotions to higher-level positions when appropriate. Management may consider current team members with the necessary qualifications and skills to fill vacancies above entry level, unless outside recruitment is in the company's best interest. To be considered, employees must have held their current position with a satisfactory performance record, have good attendance and have no disciplinary actions. Management retains the discretion to make exceptions to this policy.

## **Payroll**

The pay period runs from Sunday – Saturday each week. Whatever you do during that workweek, will be paid on the following Friday via ACH Direct Deposit. Be sure to keep you Tax & Bank information up to date in Bamboo HR. If you need help, contact a member of our management team for assistance.

## **Timekeeping and Off-the-Clock Work Policy**

The Company complies with all applicable federal and state wage and hour laws and regulations. In order to satisfy these requirements, all non-exempt employees must accurately record their hours worked each day and inform management of any difficulties or problems doing so.

The Company prohibits all non-exempt employees from performing any work without recording their time for payroll purposes (i.e., "working off the clock"). No one at the Company is authorized to work off the clock and no one at the Company has the authority to require any employee to perform off-the-clock work.

Employees who engage in fraudulent timekeeping, recording time for others, falsifications of time records, or any other violation of this policy will be subject to discipline, up to and including termination.

If you have any questions or concerns regarding your hours or if you have worked off the clock or are aware of any violations of the Company's timekeeping policies (including, but not limited to, those on recording all hours worked, rest and meal periods, and overtime), you should contact your manager. The Company will not retaliate against you for such reports or complaints.

## **Policy on Payroll Corrections and Deductions**

The Company takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. It is also the Company's policy to make only those deductions from pay authorized by and in accordance with applicable law.

Further, it is the Company's policy that paychecks of exempt employees will not be "docked," or subject to deductions, except in limited circumstances permitted by applicable law. All deductions and the amount of deductions are listed on your pay stub.

In the unlikely event that there is an error in the amount of pay you receive, you should promptly bring the discrepancy to the attention of your manager so that the Company can investigate and correct the matter as quickly as possible.

### **Overtime**

Non-exempt employees may be required to work beyond their regularly scheduled workday whenever it is deemed necessary or appropriate by their supervisor or Company management. The Company will attempt to provide reasonable advance notice, but that may not always be possible. Employees are expected to cooperate with such requests.

Unless otherwise required by applicable state and federal laws, non-exempt employees will be paid an overtime premium of one and one-half times their regular rate of pay for all hours worked in excess of forty per workweek.

For the purpose of calculating an employee's entitlement to overtime compensation, the "workweek" means the seven day period that begins at 12 a.m. Sunday and ends at 11:59 p.m. the following Saturday.

Non-exempt employees may not work overtime hours without the prior approval of their supervisor.

Employees who fail to comply with this policy may be subject to disciplinary action, up to and including termination.

Exempt employees are not eligible for overtime pay, regardless of the number of hours they work.

### **Meal Periods**

The Company recognizes that meal and rest breaks are important and contribute to employees' well-being and productivity. Custom Cleaning expects employees to take their lunch break between job assignments. Eating in clients' homes is not allowed. If you need to take lunch or a break while at a client's home, start your break and end your break using Maid Central when you are ready to return to work. Maid Central will automatically update the new projected finish time.

Non-exempt employees are entitled to a 30-minute unpaid meal break, generally between the hours of 11 a.m. and 2 p.m. Employees should take meal breaks at times that do not disrupt the Company's operations, and employees are encouraged to discuss the timing of meal breaks with a supervisor.

Non-exempt employees must sign out at the beginning of their meal break and sign back in upon return from a meal break. Non-exempt employees are prohibited from performing any work during a meal break. Employees, including supervisors, may not pressure, suggest, or direct that an employee work during an unpaid meal break. Violation of this policy may result in disciplinary action, up to and including termination.

Employees should report any questions or concerns they have about this policy or its implementation to their supervisors or Human Resources. The Company strictly prohibits retaliation against any employee who makes a complaint.

### **Transportation**

Every employee is required to have a valid driver's license, reliable vehicle to use for work and proof of valid auto insurance. If during employment the employee for any reason fails to secure any of these requirements, management must be notified immediately and the employee will be given 30 days to obtain said requirements.

Employee shall also maintain minimum automobile liability insurance coverage of \$25,000/\$50,000 for bodily injury and \$25,000 for property damage on each vehicle used by Employee during their employment. Employee shall provide proof of insurance coverage every 90 days or at the request of Custom Cleaning.

Failure to obtain the needed job requirements, within 30 days will result in discipline, up to and including termination of employment.

### **Telephone**

Each employee must have their own cellular phone on from 6:00 a.m. to 6:00 p.m. We may need to reach you regarding changes in your schedule for the day. If you are working after hours on commercial accounts we request that you leave your phone on during that time as well, in case we need to get a message to you.

Employees are expected to keep personal calls during working hours to emergency status calls only. Any other calls are to be postponed and completed during their own time.

No calls, other than Emergency Calls from Family Members or schools or calls coming from Custom Cleaning management are to be accepted while in a client's home/office.

Please do not provide your personal telephone number or personal email address to clients or customers of the Custom Cleaning and do not save or retain Custom Cleaning's customer's telephone number or email address. Customers shall direct all communications to Custom Cleaning's Office and it will contact you.

### **No Contact Rule**

Employees are not permitted to socialize with their assigned clients during or after working hours. Dating, telephone contact, social media contact, leaving the property with a client for any reason, dining, or any other unauthorized non-work-related activities will not be tolerated.

Employees are not permitted to contact any client for any reason during or after working hours regarding any subject that is work-related or non-work related.

Any violation of the no contact rule will be grounds for immediate termination.

### **Conduct**

You are acting as a representative of Custom Cleaning if you are wearing any Custom Cleaning logo'd attire and/or name badge.

Appropriate and professional conduct must always be maintained while on the client's property as well as in public regardless of whether or not a client is present.

Use of foul or otherwise inappropriate language or behavior while on a client's property or in public will not be tolerated.

Violations of said conduct policy may result in disciplinary action up to and including termination.

### **Social Media**

Personal internet postings should not disclose any information that is confidential or proprietary to Custom Cleaning or to any third party that has disclosed information to Custom Cleaning, including clients, prospects, and vendors. No names, addresses, phone numbers, codes, photographs, or other identifying information will be tolerated.

Employees should neither claim nor imply that they are speaking on Custom Cleaning's behalf. If an employee comments on any aspect of Custom Cleaning's business they must clearly identify themselves as an employee and include a disclaimer such as "the views expressed are mine alone and do not necessarily reflect the views of Custom Cleaning."

### **Dress Code**

Employees receive three (3) company shirts when you first start working with us. After 30 days, we will provide you with additional 2 company shirts. Upon leaving employment, all company shirts need to be returned to Company or there will be a \$20 charge per shirt not returned. Rubber soled slip-on shoes (sneakers are recommended) are required and must be furnished by the employee.

Employees are expected to dress appropriately for a business environment. Your clothing must be neat, clean, and without rips or tears, frays, stains, and excessive bleach spots. The following clothing items are prohibited in the workplace: open toed shoes, flip flops, Crocs, sandals, and clothing that is too revealing, such as tank tops, miniskirts, and bare-midriff shirts and Capri pants. Shorts that are longer than the tip of your longest finger when held against thigh, sweat pants and sweat shirts are allowed. This list is not intended to be all-inclusive, and the Company may prohibit other items that it determines to be inappropriate in the workplace.

Your hair should be neat and clean. Employees should avoid excessive use of cologne, perfume, and other scented personal hygiene products, as such products can irritate or distract other employees. In the event that employees report allergies or sensitivities to such fragrances, the Company may institute a fragrance-free workplace.

### **Religious Accommodation**

Employees seeking an exemption/accommodation from the Company's dress code and grooming standards should speak to Rhonda Leon.

The Company has the right to determine whether an employee's clothing or grooming is appropriate and in compliance with the Company's dress code and grooming standards. The Company may ask employees who fail to comply with these standards to leave the

workplace to take the steps necessary to comply. The Company will dock non-exempt employees for any lost work time. Violations of the Company's dress code and grooming standards may result in discipline, up to and including termination from employment.

### **Door & Alarm Codes**

If necessary, employees of Custom Cleaning may be issued a key to the office and an alarm code. These codes are to be kept strictly confidential and not to be shared with anyone. Violation of this policy may result in immediate termination.

### **Emergency Closing and Inclement Weather**

Except for regularly scheduled holidays, Custom Cleaning will be open for business Mondays through Fridays, Nights and Weekends. In the event of rain, winds and storms storms, or other poor weather conditions employees should assume that it is a normal workday and arrive on-time unless notified by a manager. In the case of a "weather emergency", where city officials are urging evacuation, or staying inside of a safe location, then stay where you are and contact the office to discuss with your manager.

### **Outside Employment**

Work outside of employment with Custom Cleaning is allowed under certain circumstances, however, outside employment that competes with, conflicts with, or compromises Custom Cleaning's interests is not allowed. Independent outside employment that may adversely affect the employee's performance and ability to fulfill the employee's responsibilities at Custom Cleaning is also not allowed. Independent cleaning or employment by a third-party cleaning service is not permitted at any time. All Custom Cleaning supplies, equipment, and materials are not to be used on another job site.

Outside employment will not be considered an excuse for an employee's poor job performance, excessive absenteeism, tardiness, or refusal to work the employee's assigned work schedule.

Employees found in violation of any of the above may be immediately dismissed, and damages may be legally sought.

### **Job Premises**

Only legitimate Custom Cleaning employees (or authorized independent contractors) are allowed to be at client sites without express permission. Neither minors, nor adults may enter a client location without management permission. Client locations are considered confidential information and the locations are not to be disclosed. Violation of this policy is grounds for immediate dismissal.

### **Tips**

Tips are to be evenly split by the team cleaning that day unless the client directs the Office to allocate the tips differently.

## **Breakage**

Employees are expected to always practice due diligence while cleaning, but even when being careful accidents happen. If an employee breaks something, they must immediately contact office and fill out damage report. Damage report can be found in resources section of Maid Central. Take pictures of item from top and bottom and fill in required fields and do the following:

- a. Notify homeowner right away if they are home. If not home, leave a note.
- b. Call office for assistance if damage is extensive or if large item is broken.

The worst thing you can do, no matter how small the breakage, is to not report it, even it was not your fault. Failure to report breakage will result in disciplinary action up to and including termination.

If you notice breakage or damage already present or excessive wear and tear already present, you shall make a note on the customer worksheet and discuss with your supervisor PRIOR to the Company cleaning to avoid Company being blamed.

## **Thermostats**

DO NOT TOUCH THERMOSTAT(S) IN A CLIENT'S HOME WITHOUT PRIOR APPROVAL FROM OFFICE STAFF. If approval is given, the thermostat must be adjusted to authorized temperature and re-adjusted to original setting before leaving job site. Text or call office to verify this is done. Failure to comply with this policy will result in disciplinary action up to and including termination of employment and the team member being responsible for the damages caused to client's property.

## **Bathroom Breaks**

Please take care of bathroom breaks during stops between homes. If you are at an all-day job or if there is an immediate need to use the bathroom, use one that has yet to be cleaned. Always clean up after yourselves.

## **Professional Etiquette:**

1. You are expected to treat clients courteously and with the utmost respect always, even when faced with an irate client.
  - a. Any behavior towards the client other than courtesy and respect will often cause the problem to escalate.
  - b. If you need assistance dealing with a client, or have an issue you cannot handle, contact your supervisor or the office immediately.
2. You can't always be in a good mood, but you can always exhibit cooperative and helpful behavior and disposition towards your fellow co-workers and clients.
  - a. We have zero tolerance for "bad attitudes" or rude conduct towards your co-workers, clients and office staff.
  - b. Treat everyone the way you would want to be treated- with dignity, respect, understanding and compassion.



3. If at any time you feel you are not being treated with respect or courtesy by co-workers, clients, contact your supervisor or the office.
4. The following is a non-exhaustive list of some behaviors that constitute a breach of courteous behavior on the part of the team member:
  - a. Behaving in an insubordinate manner towards a supervisor or refusing a supervisor's legitimate work order;
  - b. Working in a manner that willfully obstructs or hinders other team members from completing their assigned duties;
  - c. Failing to preserve the safety of both themselves and fellow workers;
  - d. Releasing confidential information about the Company, its team members or its clients;
  - e. Misusing, destroying, or damaging client or Company property (or that belonging to a third party);
  - f. Fighting or gossiping.
5. As dictated by good manners and in accordance with behavior expected from professionals, inaccurate and disrespectful comments about clients, co-workers, managers, Custom Cleaning of the Treasure Coast, Inc., vendors, or companies that compete with Custom Cleaning of the Treasure Coast, Inc. are prohibited.
  - a. In addition, business etiquette also prescribes that team members refrain from discussing personal problems, politics, sex, earnings or religion with clients, as this is unprofessional.
  - b. Please don't comment about clients' furnishings or possessions to the clients or in the client's presence unless comments are directly applicable to the service.
  - c. Do not talk loudly or shout questions or instructions to each other while in client's homes.
  - d. If there is a legal or safety concern regarding any of the topics discussed in this policy, these matters need to be discussed with a Company manager or supervisor.
  - e. Nothing in this policy or any other policy is intended to prohibit you from discussing the terms and conditions of work or engaging in any conduct or activity protected by the National Labor Relations Act.
6. Civil behavior and language between Custom Cleaning of the Treasure Coast, Inc. staff, teammates and clients is mandatory.
7. You should never take food or drink from a client's home, unless they CLEARLY invited you to do so.
  - a. Do not assume a plate of cookies on the counter is for you to help yourself.
  - b. If food or drink is offered you should only take a reasonable portion, not the whole thing.



- c. Under NO circumstances are you allowed to eat in a client's home.
- d. Do not bring your own food or drink into a client's home for any reason. (Although a water bottle is acceptable if you keep it in your cleaning bag).
- e. Never use a client's appliances to warm or prepare your food.

### **Pets**

Employees are expected to treat all pets in a client's home with professional courtesy and care, even when the client is not home. Notify the office of any unusual circumstances or behavior issues involving a client's pets. Remember: In many cases your behavior towards a client's pet will dictate how the pet responds to you.

### **Communicating with Clients**

Employees shall not to make any promises to or agreements with clients on behalf of the Company. Any requests made by the client that is not within the normal scope of service should be referred to your supervisor or the office.

### **Workplace Health and Safety Policy**

**1. Commitment to Safety.** The Company is committed to maintaining a safe workplace that complies with all federal, state, and local health and safety laws. Accordingly, the Company has adopted the following workplace health and safety guidelines.

**2. Compliance.** The Company expects employees to work in a safe manner that does not endanger themselves, their co-workers, or others at the workplace. Employees who are unable to complete their job duties safely should not report to work. Employees must comply with all applicable workplace safety and health laws and Company policies and procedures, including, but not limited to, rules governing the use of safety equipment and personal protective equipment.

**3. Reports of Work-related Injuries and Illnesses.** Employees must immediately report all work-related injuries and illnesses to a supervisor, no matter how minor the injury or illness appears. If the nature of the injury or illness causes the employee to be unable to make an immediate report, the employee should make the report to a supervisor as soon as practicable under the circumstances.

Employees who witness another employee's work-related injury or illness must immediately report that injury or illness to a supervisor.

**4. Cooperation with Investigations.** Employees must cooperate with all investigations into workplace injuries and illnesses conducted by the Company and/or appropriate enforcement agencies. Employees must comply with all lawful requests for information relating to these investigations.

**5. Reports of Unsafe Conditions.** Employees must immediately report any unsafe workplace conditions or near-miss incidents that they experience or witness to a supervisor. Where possible, such reports should be in writing. Examples of conditions that must be reported include, but are not limited to, an employee not wearing proper protective equipment, a close-call (i.e., an injury that almost occurred but did not), or equipment that is not functioning properly.

**6. Emergencies.** If immediate action is required due to a fire, a medical or weather emergency, an employee's conduct, or any other emergency situation, employees should call 911 or contact the appropriate law enforcement agency before notifying a supervisor or other Company official. The Company has adopted an Emergency Action Plan to address the Company's response to emergencies in the workplace. For information about the Company's Emergency Action Plan, please speak to the safety representative or to your supervisor.

**7. Violations.** Employees who engage in conduct that violates this policy or applicable law, or that otherwise endangers the health and safety of the Company's employees, customers, vendors, or others in the workplace will be subject to discipline, up to and including termination of employment.

### **Wireless Communication Devices While Operating Motor Vehicle Policy**

Employees are prohibited from using any smart phone or any wireless communication system (whether or not it is owned by the company), except for using the maps or driving directions function of a smart phone, while:

- (1) Operating any company owned vehicle, at any time, to include both working and non-working hours;
- (2) Operating any vehicle not owned by company while in the performance of his/her job duties;
- (3) Operating any vehicle while engaging in any business related to Company.

Employees who must utilize smart phones or any other wireless communication system including Maid Central shall do so only after safely exiting traffic and parking the vehicle safely off the road. The vehicle shall remain parked off the roadway until all communication has been completed.

1. The purpose of this policy is to increase employee safety and eliminate unnecessary risks behind the wheel.
2. The following rules apply to any employee operating a vehicle or using a cell phone or tablet while operating a personal or company vehicle:
  - a. Company employees may not use a hand-held cell phone while operating a vehicle- whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to:
    - i. Answering or making phone calls,
    - ii. Engaging in phone conversations, and
    - iii. Reading or responding to emails, instant messages and text messages.
  - b. If company employees who are driving need to use their phones, they must safely pull over to the side of the road or another location.
  - c. Additionally, company employees who are driving are required to do the following:

- i. Turn cellphone off or put them on silent or vibrate before starting the vehicle.
  - ii. Consider modifying voicemail greetings to indicate that you are unavailable to answer calls or return messages while driving.
  - iii. Inform teammates, associates and business partners of this policy as an explanation as to why calls may not be returned immediately.
3. Failure to follow this policy will result in disciplinary action up to and including termination of employment.

### **Quality Score**

**Maid Central keeps track of your Quality Scores and your Quality Scores may be used in employee evaluations. If you have any questions on how the Quality Score is calculated, please speak with management. We will be happy to review your Quality Score with you and help make suggestions on how to improve it. Lots of factors go into the Quality Score, such as job productivity, being on time, finishing within the allowed hours per job, how many unexcused absences you have and various other factors, all within your control.**

## **WHY PEOPLE FIRE THEIR HOUSE CLEANING SERVICE**

- ☹ People will fire us if we are late or come at wildly varying times.
- ☹ People will fire us if we forget to lock the door and secure the home/office.
- ☹ People will fire us if we lock the cat out of the litter box area.
- ☹ People will fire us if we are sloppy and careless with how we treat their home.
- ☹ People will fire us if we are rude, if we look scary, if we do not seem nice.
- ☹ People will fire us if we break a lot of things in their home.
- ☹ People will fire us if we are rushing.
- ☹ People will fire us if we change their schedule too much.
- ☹ People will fire us if we do not do what we promised to do.
- ☹ People will fire us if we are inconsistent in the services we deliver.
- ☹ People will fire us if they do not know what to expect.
- ☹ People will fire us if we do not cheerfully offer to fix our mistakes.
- ☹ People will fire us if we are defensive when they have a question or problem.
- ☹ People will fire us if they do not feel comfortable asking us to do something differently.
- ☹ People will fire us if they feel they are getting bad quality service for the money.
- ☹ People will fire us if they think we do not care about them or their home.

## **WHY PEOPLE HIRE US AS THEIR HOUSECLEANING SERVICE**

- ☺ We act professionally.
- ☺ We make them feel good.
- ☺ We care about their home.
- ☺ We care about them and their families.
- ☺ We care about their pets.
- ☺ We get to know them.
- ☺ We give them positive suggestions.
- ☺ We take care of their problems.
- ☺ We make things shine.
- ☺ We make their lives better.
- ☺ We are the experts.
- ☺ We are consistent.
- ☺ We are responsive.
- ☺ We are prompt.
- ☺ We do not get in the way.
- ☺ We do our job and then leave.
- ☺ We straighten up the home as we clean.
- ☺ We enjoy what we do.
- ☺ We make their friends jealous.
- ☺ We smile.

### **Manual Receipt and Acknowledgement**

This manual describes your obligations as an employee of Custom Cleaning, and you are to be familiar with its contents. you understand your status as an at-will employee. You also understand that this handbook may be amended at any time and that changes will be communicated as quickly as possible.

This handbook is not intended to set forth express or implied contractual obligations of Custom Cleaning.

This handbook supersedes all previous handbooks.