



# EMPLOYEE HANDBOOK

# Table of Contents

5	Welcome
5	Mission Statement
5	Purpose of this Handbook
6	Workplace Commitments
14	Company Policies and Procedures
24	Employment Classification
25	Work Review
26	Leave Policies
30	Discipline Policy
34	Personnel Records
35	Outside Employment
36	Non-Disclosure of Confidential Information
38	Workers' Compensation
39	Termination
40	Addendum

# Welcome

## *Mission Statement*

Our goal is to ease our clients' mind and free up their time by providing cleaning services that allow them to pursue those things most important to them.

Living in a healthy, clean environment allows our clients to utilize their skills and talents in the areas they were meant for, while we provide them with a clean, organized, functional environment.

Honesty, dependability, and respect for our clients, our vendors, and our employees are foremost in our company values.

## *Purpose of this Handbook*

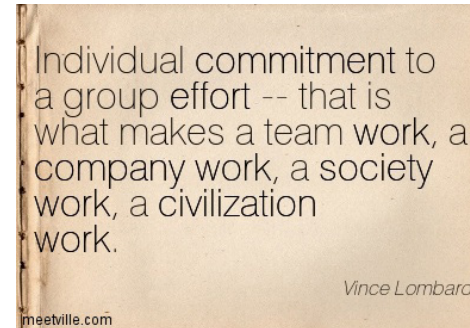
This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish the company's expectations. It is not all-inclusive of the work environment. This handbook is not a contract, expressed or implied, guarantying employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel

policies and manuals previously distributed, made available or applicable to employees.

***Voluntary At-Will Employment:*** Unless an employee has a written employment agreement with ACS-Affordable Cleaning Services, which provides differently, all employment at ACS-Affordable Cleaning Services is "at-will." That means that employees may be terminated from employment with ACS-Affordable Cleaning Services with or without cause. Any representation by any ACS-Affordable Cleaning Services officer or employee contrary to this policy is not binding upon ACS-Affordable Cleaning Services unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.



## *Workplace Commitments*

***2.1 Equal Employment Opportunity:*** ACS-Affordable Cleaning Services shall follow the spirit and intent of all federal, state, and local law and is committed to equal employment opportunity. To that end, the Board of Directors and Executive Director of ACS-Affordable Cleaning Services will not discriminate against any employee or applicant in a manner that violates the law. ACS-Affordable Cleaning Services is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic pro-

tected under federal, state, or local law. Each person is evaluated on the basis of persona skill and merit. ACS-Affordable Cleaning Services' policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. The Executive Director shall act as the responsible agent in the full implementation of the Equal Opportunity policy.

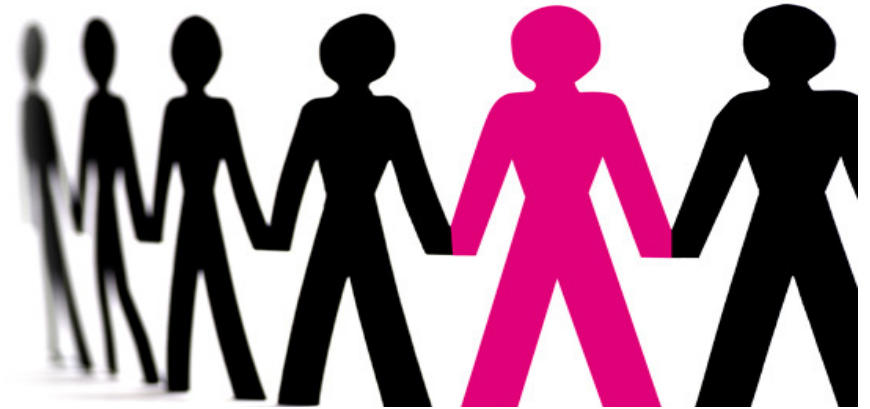
ACS-Affordable Cleaning Services will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. In particular, any employee who believes that any other employee of ACS-Affordable Cleaning Services may have violated the Equal Employment Opportunity Policy should report the possible violation to the Executive Director.

If ACS-Affordable Cleaning Services determines that a violation of this policy has occurred, they will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, ACS-Affordable Cleaning Services will inform the employee who made the complaint of the results of the investigation.

ACS-Affordable Cleaning Services is also committed to complying fully with applicable disability discrimination laws and ensuring that equal opportunity in employment exists at ACS-Affordable Cleaning Services for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on ACS-Affordable Cleaning Services. Employees who believe that they may require an accommodation should discuss these needs

with the Executive Director.

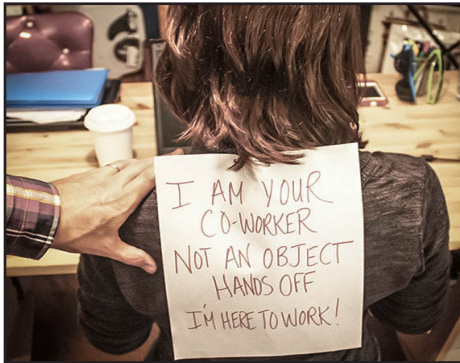
If you have any questions regarding this policy, please contact the Executive Director.



**2.2 Non-Harassment Policy/Non-Discrimination Policy:** ACS-Affordable Cleaning Services is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their coworkers.

ACS-Affordable Cleaning Services' commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, ACS-Affordable Cleaning Services has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related settings and activities, whether inside or outside the workplace, and includes travel to and from a job site and business-related social events. ACS-Affordable Cleaning Services' property (e.g. telephones, copy machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. ACS-Affordable Cleaning Services' policy against harassment covers

employees and other individuals who have a relationship with ACS-Affordable Cleaning Services which enables ACS-Affordable Cleaning Services to exercise some control over the individual's conduct in places and activities that relate to ACS-Affordable Cleaning Services' work (e.g. directors, officers, contractors, vendors, volunteers, etc.).



***Prohibition of Sexual Harassment:*** ACS-Affordable Cleaning Services' policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when:

- Submission to such conduct is made an express or implicit condition of employment;
- Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment.

While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples:

- Unwelcome sexual advances—whether they involve

physical touching or not

- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment:

- The use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life
- Sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies or prowess
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner
- Sexual gestures or sexually suggestive comments
- Inquires into one's sexual experiences
- Discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make coworkers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against ACS-Affordable Cleaning Services policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of complaint of sexual harassment.

***Prohibition of Other Types of Discriminatory Harassment:*** It is also against ACS-Affordable Cleaning Services' policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that:

- Has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment
- Has the purpose or effect of unreasonably interfering with an individual's work performance
- Otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment:

- Epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age national origin, or disability
- Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in ACS-Affordable Cleaning Services' equipment or bulletin boards.

Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against ACS-Affordable Cleaning Services' policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

***Reporting of Harassment:*** If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of ACS-Affordable Cleaning Services, you should report the incident immediately to your lead or to the Executive Director. Possible harassment by others with whom ACS-Affordable Cleaning Services has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

ACS-Affordable Cleaning Services will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practical. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. ACS-Affordable Cleaning Services' goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred.

If ACS-Affordable Cleaning Services determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, ACS-Affordable Cleaning Services will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the Executive Director. In the case where the allegation of harassment is against the Executive Director, please notify the staff member designated as grievance officer.

## Company Policies and Procedures



**2.3 Drug-Free / Alcohol-Free Environment:** Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or en-

gaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.



**2.4 Open Door Policy:** ACS-Affordable Cleaning Services has an open door policy and takes employees concerns and problems seriously. ACS-Affordable Cleaning Services values and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their lead or

some other member of management, following proper chain of command.

**3.1 Professional Conduct:** ACS-Affordable Cleaning Services expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors (team leads) is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.



**3.2 Smoking** on the job site is strictly prohibited. If an employee needs to smoke during the designated work time, he/she is to leave the work area. He/she should not smoke closer than 30 yards from the client's door, nor should they leave cigarette butts in the client's yard.

Smoke breaks are allowed, but should be limited to no more than 5 minutes per hour not to exceed 15 minutes in 4 hours total. Smokers are encouraged to use an "over-shirt" during smoke periods to minimize odors being transferred into the client's area.

**3.3 Cell Phones:** In conjunction with displaying professional conduct, cell phones on the job site are not to be used for personal conversations or texting or Facebook messaging. They are to be used to clock in with the Executive Director or contacting the Executive Director or office manager. The company requests that employees not receive personal calls while on duty except in case of emergency. If an urgent call is received, please



keep conversation to a minimum. Facebook messaging and texting except as related to the job should not be done during work time. Cell phones may also be used to transmit music if the client does not have an express regulation against such use. In cases where a cell phone is used for music, only one earbud is recommended so the employee can be more aware of things going on around him/her. Any unauthorized, nonbusiness phone usage should be clearly documented on the time sheet as break time. Abuse of cell phone usage on the job site is considered employee theft of time and subject to disciplinary action including loss of wages or termination.



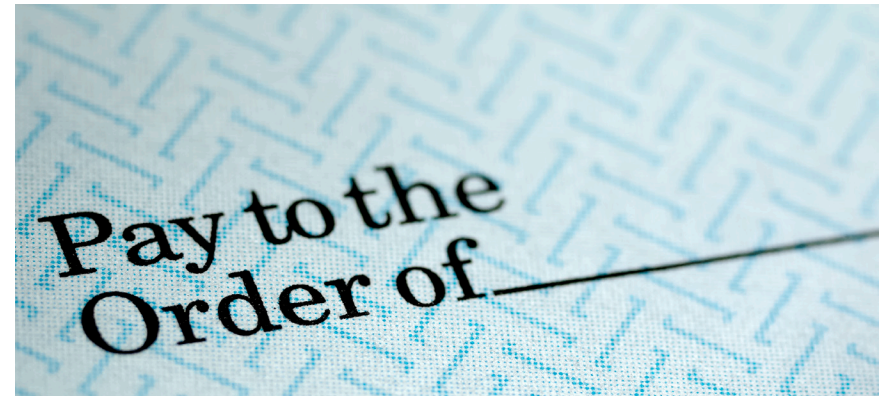
**3.4 Language:** Conversation between employees, with clients, and even expletives uttered to oneself, should be self-monitored. In other words, profanity is prohibited in the workplace.

It is offensive to others and does not reflect favorably on ACS-Affordable Cleaning Services. Employees reported for this type of language will receive a reprimand. This may result in a written reprimand which will negatively impact performance reviews and/or result in termination for refusal to comply.

**3.5 Dress Code:** An employee's personal appearance and hygiene is a reflection on the company's character. Your most important accessories are deodorant and a smile. Employees are expected to dress appropriately for their work responsibilities and position. ACS-Affordable Cleaning Services will issue shirts to employees at a reduced rate that they are required to wear when they are on the job unless otherwise in-



structed. Shorts, capris, or jeans are acceptable as long as there is no question as to their appropriateness. It is preferred that shorts are no shorter than the tips of your fingers when your arms are at your sides. Employees may wear whatever shoes they feel comfortable in for a long day of work. Flip flops and sandals are discouraged because of the possibility of injury to the feet or tripping. Make sure that shoes are not going to deposit dirt in a client's home or business. If necessary, cover your shoes with disposable shoe covers provided by ACS-Affordable Cleaning Services. ACS-Affordable Cleaning Services' shirts are not to be worn to a bar or when partying (unless it is an ACS-Affordable Cleaning Services' party). Some jobs may require slip-resistant and/or steel-toed shoes.



**3.6 Payday:** Paychecks are distributed every other Tuesday after 2:00 p.m.. If the pay date lands on a holiday, paychecks will be distributed on the closest business day before holiday.

The paycheck will reflect work performed for the two week period ending the Saturday before the Saturday preceding the payday. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax. Employees will be required to complete W-4 forms to determine the number of deductions they want to claim for payroll purposes.

Notify the office manager if the paycheck appears to be inaccurate



or if it has been misplaced. ACS-Affordable Cleaning Services reserves the right to charge a replacement fee for any lost paychecks.

Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to the ACS-Affordable Cleaning Services office manager immediately.

**3.7 Advances:** Advances on paychecks are permitted on a case-by-case basis and will be limited to no more than three advances per quarter (three months). Advances may never exceed the amount the employee has earned to-date minus the anticipated withholding. They must be requested in writing using the appropriate ACS-Affordable Cleaning Services form and must be approved by the Executive Director. The amount of the advance will be deducted from the first paycheck issued following the advance.



**3.8 Company Property:** ACS-Affordable Cleaning Services property, such as we equipment, vehicles, telephones, computers, cleaning supplies, and shirts, is not for private use. These devices are to be used strictly for ACS-Affordable Cleaning Services business, and are not permitted off the grounds/job site unless authorized. ACS-Affordable Cleaning Services

property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

ACS-Affordable Cleaning Services computers, internet and emails are a privileged resource, and must be used only to com-

plete essential job-related functions. Employees are not permitted to download any “pirated” software, files or programs and must receive permission from a supervisor before installing any new software on a company computer. Files or programs stored on company computers may not be copied for personal use.

**3.9 Privacy:** Employees and employers share a relationship based on trust and mutual respect. All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the employee. Therefore, employees should respect privacy and information in any company documents, etc. Should be kept confidential.

**3.9a Office:** Much of Affordable Cleaning Services’ property, equipment and files are housed within the confines of a private home. Privacy of the inhabitants is to be highly respected and their personal belongings are not to be considered property of ACS-Affordable Cleaning Services. Entry outside of business hours is not to be regarded as automatic.

**3.9b Employees:** Any equipment or personal property belonging to an employee of ACS-Affordable Cleaning Services is to be considered private. All items of another employee are to be considered confidential and respected accordingly. Included in “employee property” is the rate of pay of the individual employee. That amount is confidential between the individual employee and the Executive Director and office manager. It is based on many factors including but not limited to: length of employment, previous experience, and job performance. Any employee that intentionally takes or disregards the property of another may be subject to dismissal.

**3.9c Client:** Care is to be taken to guard the privacy of all clients. Any information obtained about a client in the performance of job duties is not to be discussed outside of the work environment. In certain instances, a client may request a confidentiality disclosure be signed by any employee performing services for the client.



**3.9d Keys/Codes:** When a key or code is given to an employee for the purpose of gaining entry to the business or residence of a client in order to perform a service for that client, the key/code is to be used for that purpose only. Any employee using the

key/code for any other purpose will be terminated from employment immediately. In the same manner, any employee careless in the handling of a key or code belonging to a client will be subject to reprimand and/or including termination of employment if keys are lost.

**3.10 Personnel Files:** ACS-Affordable Cleaning Services maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their own personnel file upon request.



It is important that personnel files accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

## ***Attendance Policies***

**4.1 General Office Hours / Hours of Work:** ACS-Affordable Cleaning Services maintains normal office hours from 8:30 a.m. til 5:00 p.m. Monday through Friday. Hours for employees vary depending on work location and job responsibilities. Contact with the Executive Director and/or the Office Manager may be made by cell phone during non-office hours for emergency situations. Every attempt will be made to respond to phone calls in a timely manner. Non-emergency calls may be addressed the following day.

Because of the nature of the business, employee hours may vary widely from one week to the next. Schedules will be posted as soon as jobs are available. If an employee has a conflict, they must notify the Executive Director immediately so the job may be re-assigned to another employee or re-scheduled with the client.

**4.2 Reporting for a Job/Reporting Completion of a Job:** All employees are required to report when they begin a job by sending a text message to the Executive Director. Only in the case of equipment failure is an employee to report in for another employee. Failure to report in may result in not being paid for the job, being shorted hours of pay for the job, or another employee being sent to do the same job because of the assumption that the originally scheduled employee has not shown up. This may go in your personnel file as a no-call/no show. Likewise, when the job is completed, each employee is to send a text message to the Executive Director to notify him that they are leaving the job site.

**4.3 Availability:** Each employee is responsible for submitting their availability for the month by no later than the 20th of the month preceding the month prior. This report should be made in writing to the Executive Director or office manager.

Weekly confirmation of availability helps the Executive Director

and/or Office Manager to determine who will be assigned to various jobs as they come in. This reporting should be made in writing via text message, Facebook post, or hand written notification by noon on Saturday of the week preceding anticipated work. Failure to report may result in not receiving assignments for the week because of presumed unavailability. Likewise, if an employee is typically scheduled for a particular job and does not notify the Executive Director or Office Manager that they will be unavailable, they may be automatically scheduled for that job. ACS-Affordable Cleaning Services will make every attempt to be flexible and work within your availability when scheduling jobs. Once job assignments have been made, it is each employee's responsibility to contact the Executive Director or the office manager if they are unable to fulfill any job assignment. This contact should be made within 12 hours of job posting for the week. Any schedule changes after job postings are the responsibility of the individual with a schedule conflict and must be reported to the Executive Director or in his absence to the office manager. Failure to report changes may be viewed as a no-call/no show when you do not make the anticipated text message to report in for the job and may result in disciplinary action including termination. For obvious reasons, the individual accepting responsibility for the job must send the required text message to notify the Executive Director of time on the job.

**4.4 Attendance and Punctuality:** Attendance is a key factor in your job performance. Punctuality and attendance for each assignment is expected of all employees. Excessive absences (whether excused or unexcused), tardiness or leaving early is unacceptable. If you are absent for any reason or plan to arrive late or leave early, you must notify your team lead and the office manager as far in advance as possible and no later than one hour before the start of your scheduled work day. In the event of an emergency, you must notify your team lead and the office manager as soon as possible.

For all absences extending longer than one day, you must telephone the office manager or the Executive Director prior to the



start of the first scheduled workday affected by your absence. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return-to-work-date. A physician's statement may be required as proof of the need for any illness-related absence regardless of the length of the absence.

Except as provided in other policies, an employee who is absent from work for three separate occasions without prior notification to the Executive Director or office manager will be considered to have voluntarily terminated his or her employment. The employee's final paycheck will be mailed to the last mailing address on file with ACS-Affordable Cleaning Services. Employees that are on probation for any other reason may be immediately terminated for any no-call / no-show by the Executive Director at his own discretion.

Excessive absences, tardiness or leaving early will be grounds for discipline up to and including termination. Employees are expected to arrive on time and ready for work. An employee who arrives twenty minutes after their scheduled arrival time is considered tardy. ACS-Affordable Cleaning Services recognizes that situations arise which hinder punctuality; regardless, habitual tardiness is a sign of disrespect and may be subject to disciplinary action.



**4.5 Breaks:** When working conditions permit, and pending a team lead's approval, employees are entitled to 1 fifteen minute break for every 4 hours worked. Any non-business related cell phone usage, smoking, rest room breaks, etc. are part of this 15 minute break. Employees should remain at the job site for breaks unless ex-

press approval is given by the Executive Director or office manager.

Meal periods are for no longer than 60 minutes and must be approved by a team lead. Employees are expected to clock out for meal breaks. This time is not compensated.

**4.5 Overtime:** Overtime pay is for any time worked in excess of 40 hours in a work week. Only the Executive Director or his designee may authorize overtime. Overtime rate is one and one-half (1 ½) time the employee's straight time rate. Payment of overtime will be provided in the pay period following the period in which it is earned.

**4.6 Insubordination:** Team leaders and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from team leads or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a team lead, the employee should first try to mediate the situation by explaining their position. If

possible, a compromise might be met and accusations of insubordination avoided. Although the lead worker does not have the authority to terminate employment of an employee or implement disciplinary action, they are to be respected as the individual in charge on the job site. The lead worker does have the authority to dismiss another employee from the job site pending disciplinary action by the Executive Director.

Under no circumstances are the employees to raise their voices to each other on the job site in argument or use vulgar or derogatory or inappropriate language to another employee. This visible conflict does not reflect favorable on the company and is disruptive to the client and /or the client's employees or tenants.

## ***Employment Classification***

**5.1 Employer:** ACS-Affordable Cleaning Services is the employer of all full-time, part-time and temporary employees. An employee is hired, provided compensation and applicable benefits, and has his or her work directed and evaluated by ACS-Affordable Cleaning Services.

**5.2 Full-Time Employee:** A Full Time Employee regularly works at least 38 hours per week.

**5.3 Part-Time Employee:** A Part Time Employee regularly works less than 35 hours per week.

**5.4 Exempt Employee:** An Exempt Employee is paid on a salary or commission basis and is required to file a 1099 instead of being subject to regular withholding.

**5.5 Temporary Employee:** An individual employed, either on a full-time or part-time basis, for a specific period of time less than six months is considered a temporary employee. Temporary employees are not entitled to bonuses.

## ***Work Review***

**6.1 On-going Review:** ACS-Affordable Cleaning Services expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

The work of each employee is subject to review on an on-going basis with the team lead to provide a means of evaluating the performance. Likewise, the work of the entire group may be subject to review by the Executive Director, the office manager, or their designee on a random basis. Employees whose work is questionable may be asked to re-do a job or a portion of it in order to meet standards set by ACS-Affordable Cleaning Services.

**6.2 Scheduled Reviews:** Employees shall meet with the Executive Director after the completion of 3 months of employment for a performance review. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. ACS-Affordable Cleaning Services uses performance reviews as a tool to determine pay increases, promotions and/or terminations.

All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews
- Improvement
- Acceptance of responsibilities and constructive feedback
- Customer relations

Employees should note that a performance review does not guarantee a pay increase or promotion. In the case of consistent negative review/performance, pay may in fact revert to training rate until the situation is remedied. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at will-relationship with the company.

## ***Leave Policies***



**7.1 Vacations:** ACS-Affordable Cleaning Services does not provide paid vacations. ACS-Affordable Cleaning Services, however, approves time off for individuals wishing to take time without pay. The company is flexible in approving time

off when doing so does not interfere with company operations. Employees should consult the Executive Director or the office manager at least one month in advance of time off for vacation, so replacements can be arranged for any regularly scheduled jobs performed by the employee.



**7.2 Sick Leave:** Situations may arise where an employee needs to take time off to address medical or other health concerns. ACS-Affordable Cleaning Services requests that employees provide notification to the Executive Director or office manager as soon as practical (hopefully, a minimum of 4 hours before the appointed work time is to begin) when taking time off. Sick days are unpaid.

**7.3 Family and Medical Leave:** ACS-Affordable Cleaning Services offers leave consistent with the requirements of the federal Family and Medical Leave Act (FMLA). Under the FMLA, an employee may be eligible for an unpaid family and medical leave of absence under certain circumstances, if the employee works within a seventy-five (75) mile radius of fifty (50) or more company employees.

Under the federal FMLA, a person who has worked as an employee of ACS-Affordable Cleaning Services for at least 1,250 hours for twelve months is eligible for FMLA leave. Up to twelve weeks of unpaid leave per year is available for the following reasons:

- The birth of a child and to care for the newborn child;
- Placement of a child into adoptive or foster care with the employee;
- Care for a spouse, son, daughter or parent who has a serious health condition; or

- Care for the employee's own serious health condition.

If the need for leave is foreseeable, employees should notify the Executive Director or office manager 30 days prior to taking FMLA leave. If the need for FMLA arises unexpectedly, employees should notify the Executive Director or office manager as soon as practical, giving as much notice to the company as possible.

Employees may be required to provide: medical certifications supporting the need for leave if the leave is due to serious health condition of the employee or employee's family member; periodic recertification of the serious health condition; and periodic reports during the leave regarding the employee's status and intent to return to work. Employees must return to work immediately after the serious health condition ceases, and employees who have taken leave because of their own serious health condition must submit a fitness-for-duty certification before being allowed to return to work.

Leave may be taken on an intermittent or reduced schedule to care for an illness; yet, may not be taken intermittently for the care of a newborn or newly adopted child. When leave is taken intermittently, the company may transfer the employee to another position with equivalent pay and benefits, which is better suited to periods of absence.

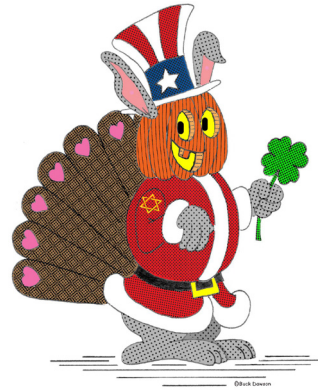
Subject to certain conditions, the employee or the company may choose to use accrued paid leave (such as sick leave or vacation leave) concurrent with FMLA leave.

Family and medical leave will not result in the loss of any employment benefit accrued prior to the date on which the leave commenced. Questions regarding particular benefits should be directed to Paula Dreeszen, office manager.

Upon returning from FMLA leave, an employee will be restored to his/her original job or an equivalent job with equivalent benefits, pay, seniority, and other employment terms and conditions as provided by the Family and Medical Leave Act.

**7.4 Holidays:** ACS-Affordable Cleaning Services observes the following holidays:

- New's Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day



Holidays are compensated at the rate times the normal rate of pay if an employee is scheduled to work.

**7.5 Jury Duty Time Off:** ACS-Affordable Cleaning Services understands that occasionally employees are called to serve on a jury. Employees who are selected for jury duty must provide a copy of their jury summons to the office manager. Time taken for jury duty is granted on an unpaid



basis.

**7.6 Military Leave:** Employees called to active military duty, military reserve or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to the office manager. Military leave is granted on an unpaid basis. Upon return with an honorable discharge, an employee may be entitled to reinstatement.



**7.7 Bereavement Leave:** An unpaid leave will be granted to an employee if a close family member or friend dies on the following schedule:

- Mother, father, sibling, father-in-law, mother-in-law, grandchild – up to 5 days
- Child – up to one month leave
- Grandparent – up to 2 days
- Friend – 1 day

**7.8 Leave of Absence:** Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the office manager or Executive Director.

Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances.

## ***Discipline Policy***

**8.1 Grounds for Disciplinary Action:** ACS-Affordable Cleaning Services reserves the right to discipline and/or terminate any employee who violates company policies, practices, or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination. As stated previously in this handbook, all employment with ACS-Affordable Cleaning Services is “at-will.” That means that employees may be terminated from employment with ACS-Affordable Cleaning Services with or without cause. Express reasons for discharge include, but are not limited to:

- Falsifying or withholding information on your employ-

ment application that did or would have affected ACS-Affordable Cleaning Services' decision to hire you (this conduct will result in immediate termination);

- Performance at work below a level acceptable to ACS-Affordable Cleaning Services or the failure to perform assigned duties;
- Failure to complete required time records or falsification of such time records;
- Insubordination;
- Refusal to work reasonable overtime;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;
- Fighting, or arguing or attempting to injure another;
- Destroying or willfully damaging the personal property of another, including ACS-Affordable Cleaning Services' property;
- Breach of confidentiality;
- Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information that damages the interests of ACS-Affordable Cleaning Services or its customers or vendors;
- Using ACS-Affordable Cleaning Services property for personal gain or taking, removing or disposing of ACS-Affordable Cleaning Services material, supplies or equipment without proper authority;
- Dishonesty
- Theft

- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the ACS-Affordable Cleaning Services' premises at any time in violation of ACS-Affordable Cleaning Services policies
- Carrying or possessing firearms or weapons on ACS-Affordable Cleaning Services' property
- Excessive tardiness or absenteeism whether excused or unexcused
- Unauthorized absence from work without proper notice
- Careless loss of client keys
- Failing to wear ACS-Affordable Cleaning Services required shirt in performance of duties
- Wearing of ACS-Affordable Cleaning Services required shirt when off duty in the performance of activities not approved by ACS-Affordable Cleaning Services
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case. Although a lead worker may ask an employee to leave a job site, decisions as to disciplinary action or termination are the sole discretion of the Executive Director.

**8.2 Procedures:** Disciplinary action is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation,



suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the Executive Director's sole discretion as deemed appropriate.

**8.3 Termination:** Employment with the company is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment
- To turn in all reports, paperwork required to be completed by the employee when due and no later than the last day of work
- To return all files, documents, equipment, keys, access cards, codes, or other property belonging to ACS-Affordable Cleaning Services or its clients that are in the employee's possession, custody or control, and turn in all passwords to the Executive Director, office manager, or their representative
- To participate in an exit interview as requested by the Executive Director.

In addition, ACS-Affordable Cleaning Services may take any action necessary to recover or protect its property.

**8.4 Review of Personnel Action:** Employees may request a review of a personnel action or an unsatisfactory performance review. Employees are expected to discuss any concerns with the Executive Director only. The decision of the Executive Director is final.

## *Personnel Records*

**9.1 Ownership of Personnel Records:** Personnel records are the property of ACS-Affordable Cleaning Services and access to the information they contain is restricted and confidential. A personnel file shall be kept for each employee and should include the employee's job application, copy of their driver's license, performance reviews, disciplinary records, records of salary increases and any other relevant personnel information. It is the responsibility of each employee to promptly notify his/her supervisor in writing of any changes in personnel data, including personal mailing addresses, telephone numbers, names of dependents, and individuals to be contacted in the event of an emergency.



**9.2 Employee Time Records:** All employees are required to keep a daily log of jobs worked and hours spent on each job. These records should include the name of the client for whom service is provided, service provided, time-in, time-out, total hours worked, and pay rate if different from usual pay rate. These records are to be kept in addition to time sheets completed for client records which are used by the office manager for billing purposes only. Employee time records should be submitted to the office manager no later than 8:00 Sunday p.m. to: payrollacs@gmail.com . Employees not having access to internet are expected to turn in clearly written records. Failure to submit hours in a timely manner may result in the employee's paycheck being issued one day late for every day information is late.

**9.3 Employee Daily Reporting:** All employees are required to clock in when they begin a job by sending a text message to the Executive Director unless they are otherwise instructed because of unavailability of the Executive Director. They are also required to clock out using the same procedure at the completion of their duties. Failure to do so may result in disciplinary action including reduction of pay and/or termination for habitual abuse of this policy. All employees are expected to clock in and out for themselves. Exceptions may be made during summer move-out cleaning when the team lead may be responsible for his/her team.

**9.4 Reporting of Availability:** Employees are required to report any changes in availability as soon as they are aware of them. Otherwise, the Executive Director will consider them available for any job assignment typically performed and the addition of any job that does not conflict with the employee's usual schedule. Failure to report changes will mean that the employee is expected to rearrange other conflicts. Habitual abuse of this policy will result in disciplinary action.

## ***Outside Employment***

**10.1 Policy on Outside Employment:** Individuals employed by ACS-Affordable Cleaning Services may hold outside jobs as long as they meet the performance standards of their job with ACS-Affordable Cleaning Services. Employees should consider the impact that outside employment may have on their ability to perform their duties at ACS-Affordable Cleaning Services. All employees will be evaluated by the same performance standards and will be subject to ACS-Affordable Cleaning Services scheduling demands, regardless of any outside work requirements.

**10.2 Reporting of Availability:** Especially when employment

with ACS-Affordable Cleaning Services is on a part-time basis, every effort will be made to adjust scheduling to fit with schedules from other employment. However, it is important for employees with other jobs to report their availability to the Executive Director on the second and fourth Wednesday of every month for the next two or three weeks time period. They must notify the Executive Director immediately of any changes in that availability so that job assignments do not conflict.

Any employee unavailable for work for more than 30 days may be subject to a loss of earned pay increases and/or revert to a training period.

**10.3 Conflict of Interest:** Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals or organizations for services rendered while performing their jobs with ACS-Affordable Cleaning Services. Accepting a job from a client of ACS-Affordable Cleaning Services' is not permitted if for a service provided by ACS-Affordable Cleaning Services and would be grounds for immediate termination. Likewise, employees may not operate businesses for services offered by ACS-Affordable Cleaning Services concurrent to employment with ACS-Affordable Cleaning Services. If an employee is terminated for any reason, they may not contact any client of ACS-Affordable Cleaning Services to offer them services on their own.

## ***Non-Disclosure of Confidential Information***

**11.1 Definition of confidential:** Any information that an employee learns about ACS-Affordable Cleaning Services, or its members, as a result of working for ACS-Affordable Cleaning Services that is not otherwise publicly available constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by ACS-Affordable

Cleaning Services or to other persons employed by ACS-Affordable Cleaning Services who do not need to know such information to assist in rendering services.

**11.2 Protection of Privileged and Confidential Information:** The protection of privileged and confidential information is vital to the interests and the success of ACS-Affordable Cleaning Services.

The disclosure, distribution, electronic transmission or copying of ACS-Affordable Cleaning Services' confidential information is

prohibited. Such information includes, but is not limited to the following examples:

- Compensation data
- Financial information, including information related to client's, vendors, and pending projects and proposals
- Client information including conditions and/or items found during the process of providing services to a client unless they

involve information relevant to criminal activities

Employees may be asked to sign a non-disclosure agreement as a condition of employment in certain situations. Any employee who discloses confidential ACS-Affordable Cleaning Services information will be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted in public places, rest rooms, restaurants, or other places where conversations might be overheard.



## ***Workers' Compensation***

**12.1 Workers' Compensation Insurance:** As required by law, ACS-Affordable Cleaning Services provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Workers' compensation insurance provides coverage to employees who receive job-related injuries or illnesses. If an employee is injured or becomes ill as a result of his/her job, it is the employee's responsibility to immediately notify their team leader or the office manager as well as the Executive Director of their injury in order to receive benefits. Report every illness or injury related to the work experience. The company will advise the employee of the procedure for submitting a workers' compensation claim. If necessary, injured employees will be referred to a medical facility. Employees should retain all paperwork provided to them by the medical facility. Failure to report a work-related illness or injury promptly could result in denial of benefits. An employee's report should contain as many details as possible, including the date, time, description of the illness or injury, and the names of any witnesses.

A separate insurance company administers the worker's compensation insurance. Representatives of this company may contact injured employees regarding their benefits under the plan.

## ***Termination***

**13.1 Voluntary Termination:** ACS-Affordable Cleaning Services recognizes that personal situations may arise which require termination of employment. Should this occur, ACS-Affordable Cleaning Services requests



that the employee provide two weeks advance notice in writing. This request does not alter an employee's at-will relationship with the company.

All rights and privileges of employment with ACS-Affordable Cleaning Services terminate upon the date of separation. As further discussed in Section 8.3, terminating employees are required to return all company property assigned to them. Failure to do so may result in the withholding of their final paycheck.

**13.2 Final Paycheck:** Employees who terminate employment with the company will be given their final pay check in accordance with the normal pay cycle for the last date of employment or the date on which all company property is returned to ACS-Affordable Cleaning Services whichever is later. Should the employee be unable to personally retrieve their paycheck, it will be mailed to the address on file.

**13.3 Exit Interview:** ACS-Affordable Cleaning Services may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect company property and discuss employment experiences with the company.

## ***Addendum***

**A. Benefits:** In the event an employee obtains full time status (a minimum of 38 hours per work week) and maintains that status for a period of 6 months, they will be eligible to receive 3 days (24 hours) of paid leave at their current rate of pay. They may take this leave in increments of not less than 4 hours at a time. Request for use of vacation time must be made at least 2 weeks in advance of time off.



**Affordable Cleaning Services**  
**319-471-3880**  
**[www.ACSCleaningIowa.com](http://www.ACSCleaningIowa.com)**