

Employee Handbook



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INTRODUCTION

The policies and procedures in this handbook have been written for the benefit of the Two Sisters Maid to Clean Co as a whole, which includes all personnel, clients and visitors. By accepting employment here, you have a responsibility to understand and to adhere to what is expected of you and to realize what our company offers during your employment. Please contact the Office Manager if you have questions about anything that relates to our policies or benefits. By remaining a powerful team, we intend to maintain a safe, profitable, and productive workplace.



WELCOME TO Two Sisters Maid to Clean Co

We would like to take this opportunity to welcome you to Two Sisters Maid to Clean Co

We hope your new career at Two Sisters Maid to Clean Co will live up to your expectations and your stay with us will be a very rewarding experience. If you have already been working with us, we wish to express our sincere appreciation for your valued service.

Two Sisters Maid to Clean Co is pleased to provide you with your employee handbook which outlines the personnel policies and practices in effect at this time. We're sure the handbook will be a helpful reference during your association with our company. Also, we encourage you to freely ask questions of your supervisors and co-workers. By doing so, you will learn your job more quickly.

Early in your employment with us you will realize that we have set very high standards for all our employees. These are necessary if we are to sustain our continued growth and achievement in the high technology environment. At the same time we will provide you challenge, recognition, and appropriate compensation to help you reach your goals and objectives, as well as the goals of Two Sisters Maid to Clean Co

By working together in this way, we are confident that the future will be both productive and prosperous for us all.

OUR HISTORY

Samahria Richie, founded Two Sisters Maid to Clean Co in 2017 with her sister, who is no longer with the company. As a “family owned and operated business,” these past few years, we have experienced tremendous growth and success. Samahria maintains involvement by meeting with the administrative staff on a regular basis and holding regular team meetings. As well as field management and ongoing training.

We offer:

- Residential house cleaning on a weekly, bi-weekly, monthly and occasional basis
- Commercial janitorial service
- Carpet cleaning
- Organization
- Laundry Services
- Interior Window washing
- Empty house, move-in / move-out cleaning
- Gift Certificates

We are committed to:

- Professionalism through quality & excellence
- Ascribing to a work ethic that ensures client loyalty and retention
- Developing and challenging our employees to achieve individual excellence and success
- Maintaining a priority structure of God first, family second, myself third

MISSION STATEMENT

We believe in continuous development while serving with Integrity
and Improving the lives of those we encounter.

CORE VALUES

People ~ Safety
Quality ~ Integrity
Compassion

How We *Live* Our Mission

We are an EMPLOYEE-FIRST company, we are committed to improving their lives so they can make a difference and improve the lives of everyone we encounter: co-workers, clients, family, and friends. THEREFORE, these CORE VALUES dictate our company policies and who we do business with, who we hire and fire, and how we spend our valuable resources:

- **People** over profits – The law of prosperity begins with giving. Every decision we make gets made with our “people first” / “employee first” values.
 - Our prices reflect the level we value our employees
 - Our benefits, rewards, recognition reflect the love and appreciation our staff deserves
 - Our operations reflect our employee-first approach to business
- **Safety** over expedience – every decision is made with our “safety first” and “employee-safety” lens.
 - We don’t clean when road conditions are not safe
 - We don’t climb on high ladders, or enter a home with unsafe pets, or perform safety-risk requests
 - We decline to work with clients who are a threat to body, mind, and soul
- **Quality** we charge what we’re worth and we’re worth what we charge
 - Employees who won’t deliver 5-star service consistently to our clients are invited to leave, *quickly*.
 - Employees who won’t be a 5-star team member consistently will be invited to leave, *quickly*.
 - Employees who take shortcuts, cheat quality, and don’t value their own reputation above profits, are invited to leave, *quickly*
- **Compassion: We believe** in showing compassion to both our employees and clients. We actively look for opportunities to live it. Our “compassion” approach to business is demonstrated by giving to those in need, being a listening ear, and loving our clients and employees.
 - We proactively look for ways to “WOW” our clients, co-workers, and strangers – and recognize and reward these behaviors openly and often.
 - You never know what someone is going through and we are here to help others in any way that we can.
- **Integrity: we** believe in living our lives with integrity inside the company and in our daily lives.

- We believe in HONESTY first, no matter what, each and every time.
- We believe in showing up on time, every day and keeping our word to employees, clients and ourselves.

DISCLAIMER

This employee handbook is not a contract, nor do any provisions of this manual create a contractual relationship between the Company and its employees. All employees are deemed “at-will” employees who are subject to all of the provisions of the doctrine of at-will employment in this state. All applicable federal, state, and local laws supersede the policies in this handbook.

AT-WILL EMPLOYMENT

Employees are considered to be “at will.” At-will employment means that employees have the right to terminate their employment with the Company at any time, for any reason or for no reason. Similarly, the Company has the right to terminate the employee’s employment at any time, for any reason or for no reason.

Neither these Guidelines nor any other policy, procedure, practice or form creates or shall be construed as an expressed or implied contract of employment or as a guarantee of any fixed term(s) or condition(s) of employment. While the Company will generally attempt to follow the procedures and policies outlined in these Guidelines, these procedures and policies are not a contract of employment. The Company retains the right to change or cancel the policies, procedures, practices, or benefits contained in these Guidelines (or any other manual or form) in any manner, with or without notice and with or without consideration. The Company will attempt to give notice, however, of such changes whenever practical.



EMPLOYMENT POLICIES

Two Sisters Maid to Clean Co's continuing success depends upon integrating the talents of all its staff members. We are committed to providing equal opportunity for employment, advancement, and training to employees in a workplace that is safe and free of harassment and unfair treatment.



EMPLOYMENT POLICIES

EMPLOYMENT POLICY STATEMENT

It is the policy of Two Sisters Maid to Clean Co to comply with all employment laws, to afford equal opportunity for employment to all individuals of any race, color, religion, sex, national origin, physical or mental disability, disabled veteran, veteran of the Vietnam era or other covered veteran status, and age with due regard to their relative qualifications and abilities, and to make all employment decisions based only on valid job requirements. This policy applies to all employment actions, including but not limited to, recruitment, hiring, promotion, demotion, transfer, discipline, layoff, recall, termination, rates of pay, selection for training, and every other type of pre- and post-employment personnel activity.

The harassment of any employee or applicant is a violation of this policy and will result in disciplinary action up to and including termination. Harassment includes, but is not limited to, verbal, physical or other conduct that harms or exhibits hostility or aversion toward an individual because of his or her race, color, sex, religion, national origin, age, disability, or veteran status, and that has the purpose or effect of creating an intimidating, hostile, or offensive work environment, unreasonably interfering with an individual's

work performance, or otherwise adversely affects an individual's employment opportunities.

Employees of and applicants to Two Sisters Maid to Clean Co will not be subject to harassment, intimidation, threats, coercion, retaliation or discrimination because they have engaged or may engage in filing a complaint, assisting in a review, investigation or hearing or have otherwise sought to exercise their legal rights related to any federal, state or local law regarding equal employment opportunity.

NON-DISCRIMINATION POLICY

It is the policy of Two Sisters Maid to Clean Co to comply with all applicable discrimination laws – defined here as including, but not limited to, all provisions of all current federal and state employment statutes, local ordinances, as well as their respective implementing regulations and related case law, the Acts for Civil Rights, Equal Employment Opportunity (EEO), Americans With Disabilities Act (ADA), Age Discrimination in Employment, Equal Pay and Fair Labor Standards.

Two Sisters Maid to Clean Co is committed to equal employment opportunity in all employment facets for all employees and applicants for employment without regard to their membership in *Protected Classes*.

There shall be no discrimination, harassment and/or retaliation against any individual or group of individuals on the basis of belonging to, or being perceived as belonging to, a *Protected Class* in Company policies, programs, services, activities, practices, terms, privileges, benefits or conditions.

In employment and providing services to the disabled, Two Sisters Maid to Clean Co will make reasonable accommodations as required for all employees, applicants or citizens with a disability, provided that the individual is otherwise qualified to safely perform the essential functions connected with the job and provided further that any accommodations made would not require undue hardship on the Company.

Two Sisters Maid to Clean Co is committed to providing opportunities to address all issues relating to workplace discrimination, harassment or retaliation. The Company recognizes that workplace issues must surface comfortably and early in order to minimize the direct and indirect costs of discrimination, harassment or retaliation.

All individuals performing work and/or services for Two Sisters Maid to Clean Co are responsible for maintaining workplace environments free of discrimination, harassment and retaliation.

Disciplinary action shall be taken against any individual determined to be in violation of this policy, up to and including termination.

SEXUAL HARASSMENT

It is the goal of Two Sisters Maid to Clean Co to promote a workplace that is free of sexual harassment. Sexual harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated, and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees.

Because Two Sisters Maid to Clean Co takes allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and, where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

DEFINITION OF EMPLOYMENT STATUS

The following terms will be used to describe the classification of employees and their employment status:

Full-time: Employees scheduled to work 35 hours or more per week.

Part-time: Employees scheduled to work less than 35 hours per week and are ineligible for selected company benefits.

Each full-time or part-time employee will be designated as:

Regular: Employees who work directly for Two Sisters Maid to Clean Co; full-time or part-time.

Temporary: Employees who do not work directly for Two Sisters Maid to Clean Co and are not paid through Two Sisters Maid to Clean Co's payroll. They may work full-time or part-time but are paid by an outside agency.

Contractor: Independent contractors or 1099 Employees who work on PRN (As Needed Basis) with TSMTC.

COMPANY PROPERTY

From time to time, you may be assigned property belonging to Two Sisters Maid to Clean Co for your use during certain job assignments while you are employed by Two Sisters Maid to Clean Co. Upon request from your supervisor or other Two Sisters Maid to Clean Co representative or upon termination of employment, you will be expected to return, in good condition, all Two Sisters Maid to Clean Co property which was assigned to you. Any property not returned in good condition will be assigned a value which may be charged against any monies due you. If there is not sufficient monies available to cover the assessed value of the property, you will be responsible for reimbursing Two Sisters Maid to Clean Co within 30 days after termination.

PERFORMANCE EVALUATIONS

New employees will receive an initial performance evaluation at the end of their first 90 days of active service. Thereafter, performance evaluations will be conducted, at a minimum, on an annual basis on or about the employee's anniversary date with the Company. Performance evaluations may be conducted at interim times at the discretion of the employee's supervisor. Merit increases are not guaranteed and are based upon employee performance and Company financials. When provided, a merit increase may accompany a performance evaluation if the employee's performance and salary so warrant.

LENGTH OF SERVICE

An employee's length of service with Two Sisters Maid to Clean Co affects his/her eligibility for benefits and seniority. Your length of service with the company will date from the time you were last hired.

JOB RESPONSIBILITIES

From time to time, employees are expected to perform duties and handle responsibilities that are not part of their normal job. If the new duties and responsibilities remain a significant part of the assignment, the job may be re-evaluated.

RESIGNATION

If you decide to terminate your employment with Two Sisters Maid to Clean Co, please advise your supervisor at least two weeks prior to your date of departure so that an orderly transition can be made. You will need to turn in any company property you may have. Management reserves the right to release a terminating employee early without compensation. Quitting at any time without at least a one weeks notice, will result in a reduction of pay rate set to the State of Tennessee's current minimum wage (\$7.25 per hour). This pay will be from your last paycheck to the time you leave Two Sisters Maid to Clean.

HOUSEKEEPING

Maintaining a clean work environment is every employee's responsibility. All work areas, including vehicles, tools and equipment, as well as offices, if applicable, should be kept clutter free and clean by the employee using the area. You are expected to clean up your usage of the break area, disposing of all trash in the proper container. Dishes, cups, glasses, etc., are to be cleaned and removed by the employee using them.

Keeping our restrooms in order is the duty of every employee by disposing of all trash properly and wiping up sink messes.

When visitors are expected, you may be asked to perform extra housekeeping chores. We must all realize that a clean environment makes a better company.



COMPENSATION

Two Sisters Maid to Clean Co understands that no organization can be any better than the people it employs. To ensure our continued success, we must attract, develop, and retain the best people in the industry. We offer a comprehensive and competitive compensation program.



COMPENSATION

PAYCHECKS

Employees will receive a paycheck for hours or commissions worked on a weekly basis. Payment will be made via direct deposit on Fridays. If a payday falls on a Company holiday, checks will be distributed on the day after the holiday. Your paycheck will reflect all hours worked for the prior period, including overtime, if applicable. If you believe there is an error on your paycheck, discuss it with your supervisor so that it can be corrected, if needed, immediately.

Two Sisters Maid to Clean Co does not allow early release of paychecks.

FEDERAL TAXES

Federal income tax and Social Security tax (FICA) are normally withheld from all employees' pay. All employees are required by federal law to complete a Form W-4, employee's Withholding Allowance Certificate, regardless of citizenship status. However, if you are a citizen of a foreign country here on a visa status, you may be exempt from federal withholding based on a tax treaty between your country and the United States.

OTHER PAY PROVISIONS

The Company is obligated by federal and state law to attach, or withhold, money from your paycheck for child support, unpaid student loans or unpaid federal, state, local municipality or school taxes if directed by the governing state or local authority.



BENEFITS

Two Sisters Maid to Clean Co offers a variety of benefits to our employees. In addition to your salary, our total compensation program includes paid vacation, access to medical benefits, and 401k plans. The benefit program is a valuable part of your total compensation from Two Sisters Maid to Clean Co



BENEFITS

ELIGIBILITY

After 90 days of active, full-time employment, the following benefits become available:

- Medical, Dental, and Vision Plan (50% paid by employer)
- Aflac- Available after your first 90 days of employment
- 401K- Automatically Effective after 60 days of employment
- 5 Paid Days Off (Available after 90 days of employment)
- 10 Paid Days Off (Available after 1 year of employment)
- 4 Paid Holidays (Available after 90 days of employment)- MLK Day, 4th of July, Thanksgiving Day, Christmas
- Unpaid Holidays- Memorial Day, Labor Day, Juneteenth, Day after Thanksgiving
- Half Staff on Christmas Eve and New Years Day
- Paid Birthdays
- Volunteer Day
- Monthly/ Qtrly Team Events
- 50% off Cleaning Services
- Oil Change Reimbursement (up to \$40, eligible after 90 days of employment)-quarterly
- Travel Reimbursement on each job

HOLIDAYS

Two Sisters Maid to Clean Co is closed for the following holidays. All employees who have been with the company 90 or more days will receive the following days off with pay, unless otherwise noted. (to be paid for the holiday, the employee must work the day before and day after the holiday unless advance notice and approval is given)

Paid Holidays: MLK Day, 4th of July, Thanksgiving Day, Christmas

Unpaid Holidays: Memorial Day, Labor Day, Juneteenth, Day after Thanksgiving

VACATION

All full-time employees who have completed 12 months of active service are eligible for vacation according to the following schedule (Time starts accruing after 90 days of employment):

12 months = 5 paid vacation days per year
After 12 months = 10 paid vacation days per year

The vacation period begins on January 1st of each year. Vacation time for the calendar year will be calculated based on length of service on January 1st. If an employee crosses a length of service threshold as defined above prior to June 30th, additional days of vacation, according to the schedule above, will be awarded. If an employee crosses a length of service threshold as defined above after June 30th, additional days of vacation will not be awarded until January 1st of the following year. Any eligible vacation not taken by December 31st of each year will be forfeited. Vacation may not be rolled over to the following year, nor may it be converted into cash compensation.

Vacation leave is subject to appropriate supervisory approval. Written requests for vacation need to be submitted within 7 days of the requested time off before any vacation time will be authorized and paid. Vacation leave is granted when convenient during the vacation year, considering both the wishes of the employee and the operation of the Company.

During peak times during the year, a blackout policy will go into effect, these dates will be given at least 30 days prior to the blackout period. During blackout dates, the following activities may be restricted or subject to additional approval: Vacation requests, Time-off requests, Work schedule changes. Exceptions to the blackout date policy may be considered in exceptional cases. Employees seeking exceptions must follow the designated process, which involves obtaining managerial approval or submitting a formal request. Calling out on these days will cause a loss of the paid holiday and no PTO can be used to cover the absence.

For employees with perfect attendance for the quarter, a quality score of 98% or greater and no active write ups may be eligible to request time off during black out dates in advance, with manager approval.

UNPAID TIME OFF

It is recognized that part-time employees are not eligible for paid time off and there are times when these employees need to take time off from work. Therefore, part-time employees will be allowed 40 hours of unpaid leave for the 12-month period commencing on January 1st. If the part-time employee is not employed on January 1st, the following prorated schedule will apply for unpaid time off:

<u>Month of Employment</u>	<u># of Hours Available During Remainder of Year</u>
January-March	32 hours
April-June	24 hours
July-September	16 hours
October-November	8 hours



ATTENDANCE

Two Sisters Maid to Clean Co values the commitment to excellence and individual dedication that you and every other employee can bring to the job. Your attendance on a regular basis helps assure even workloads for other employees and maximum productivity from your area. By contributing on a daily basis, you help make the company successful. The company provides time off to eligible employees for holidays, vacations, personal time off, and necessary leaves of absence throughout the calendar year.



ATTENDANCE

ATTENDANCE POLICY

This policy applies to all employees.

POLICY:

Employees covered by this policy are to be at work at the start of their scheduled workday and to remain at work until the end of their scheduled workday. Employees unable to report to work or to report to work on time are responsible for contacting their supervisor in advance by 6:30 am of the beginning of the workday..

DEFINITIONS:

- **Excused Absence** is any absence from a scheduled workday that was pre-approved by a supervisor, manager, or higher authority.
- **Unexcused Absence** is any absence from a scheduled workday that was NOT pre-approved by a supervisor, manager, or higher authority.
- **Absence Occurrence** is one unexcused absence within a consecutive three-month period. An absence which is covered by pre-approved vacation, jury duty, military duty, bereavement leave, or any other pre-approved leave will not be considered an occurrence.
- **Tardy Occurrence** is two unexcused tardies within a consecutive month period. Two unexcused tardies will be considered one absence occurrence.

GUIDELINE:

All employees are responsible for good attendance and punctuality. This means reporting to work each scheduled workday unless illness or other unavoidable circumstances make it impossible to do so, or unless prior permission to be absent has been given by the supervisor. Failure to meet this requirement may result in corrective action, up to and including termination.

PROVISIONS:

Absence

- Each absence which is not covered by pre-approved vacation, jury duty, military duty, bereavement leave, or any other approved leave is considered one occurrence.
- Consecutive days of absence due to the same reason is considered the same absence, provided the employee gives the supervisor notification prior to the beginning of each workday. Employees do not have to call at the beginning of each workday if the employee is on pre-approved vacation, jury duty, military duty, bereavement leave, or any other pre-approved leave.

- If the employee fails to call in notification prior to the beginning of each workday, each missed workday will be considered a separate occurrence.
- If an employee voluntarily commits to work on an unscheduled workday, it becomes a part of his/her adjusted work week and will be considered an occurrence if the employee does not report to work.

Notification

- Each employee is responsible for his or her supervisor being notified of an absence or tardy. Employees are responsible for personally contacting and speaking with his or her supervisor.
- If an employee elects to notify his or her supervisor through another employee or another person, that employee will still be held responsible for the supervisor receiving the notice of the absence or tardy.
- Failure to notify your supervisor can result in disciplinary action, up to and including termination.

Time Period

New Employees can not miss any unscheduled time within their first 2 weeks of employment. Unscheduled missed time within the first 2 weeks of employment, will lead to termination.

For purposes of disciplinary action, occurrences of absences during the twelve-month period following a verbal warning will be considered. Any occurrence during that twelve-month period will lead to one of four disciplinary action steps outlined as follows:

Discipline

First two occurrences (in three-month period of time)	Verbal Warning (Documented)
Next three occurrences (during twelve-month period following first documented warning)	Written Warning * (Termination if within the first 90 days of employment)
Next three occurrence (during twelve-month period following first documented warning)	Unpaid suspension day(s)
Next occurrence (during twelve-month period following first documented warning)	Termination *

* Unless there are extraordinary conditions which lead to upper management approval, an employee who has received a written warning within the last sixty days will not be eligible for a salary increase, job promotion or transfer, or other employee awards.

* A supervisor may consider such matters as length of service and previous performance when considering a suspension or termination.

Employees who leave work without proper approval from their supervisor and/or manager are subject to disciplinary action, up to and including termination. This includes when cleaning technicians finish work prior to 3 pm without checking in to see if they are scheduled for additional jobs; unless otherwise approved from your supervisor or management.

The company reserves the right to request documentation from any employee supporting the reason for any absence.

Employees who do not report to work and have not contacted their supervisor are considered to have voluntarily resigned their position and are subject to immediate termination for job abandonment. They will not be eligible for rehire.

PAY FOR ABSENCES

- Employees shall use available vacation time for any absence. It will still count as an absence.
- Employees may **not** elect to use vacation time for unpaid suspension time.
- To meet business needs, an employee's work week may be adjusted to include additional hours and/or days. In this event, these additional hours and/or days will become a part of the regular work week. They will be treated as such as it pertains to absence occurrences, etc.

LEAVES OF ABSENCE

Leaves of absence without pay may be granted to eligible employees in order to maintain continuity of service in instances where unusual or unavoidable circumstances require prolonged absence. The circumstances and the length of absence will be determined by the Two Sisters Maid to Clean Co policy in effect at the time the leave is requested. Failure to return from leave on or before the date scheduled may cause Two Sisters Maid to Clean Co to assume that you do not intend to return to work and may be considered a voluntary termination for job abandonment.

Any absence exceeding 14 calendar days will be considered a leave of absence. An exception to this will occur when the leave of absence is caused by an illness, accident or personal reason that will most likely keep you off work for a period of time longer than 14 days. In this event, the leave of absence will begin on the first day of absence. Employees requesting a leave of absence of any type must get prior approval, if possible, from their supervisor or manager.

Employees are not eligible for vacation accrual while on leave of absence. Additionally, employees are not eligible for merit reviews or pay rate increases while on leave of absence. An employee, who would normally be eligible for a performance and merit review but is on a leave of absence at the time of a review period and who returns to work within a 30-day period, will receive a performance and merit review upon returning to work.

An employee on leave of absence must contact the company at least bi-weekly to give an update of your status.

If you are on a disability or medical disability leave of absence, you must return to work when your physician or a company-appointed physician determines that you are able to resume normal duties. We require your physician's release before reinstatement to the active payroll. If you wish to extend your leave beyond this point, you must apply for a Personal Leave of Absence.

An employee on a personal leave of absence for more than ninety (90) days will be removed from Two Sisters Maid to Clean Co's payroll.

Leaves of absence are of the following types:

PERSONAL LEAVE

In cases of personal necessity, emergency, or for some other compelling personal reason, you may be granted a Personal Leave of Absence, which will be without pay. Approval must be received by your supervisor and manager. Personal leaves are considered for approval based on individual circumstances and the needs of the business. A Personal Leave of Absence will not be granted for longer than ninety (90) days. Employees taking a Personal Leave of Absence will not be guaranteed a position upon return from leave.

BEREAVEMENT LEAVE

Any Two Sisters Maid to Clean Co employee is allowed funeral leave, for up to eight (8) working hours when death occurs in the employee's or spouse's family. Family is defined as spouse, child, parent, grandparent, grandchild, brother or sister. Additional time may be taken by using vacation or unpaid time off. Employees may be asked to present proof of the death.

JURY DUTY

Two Sisters Maid to Clean Co recognizes that we all have a civic responsibility to serve on jury duty when we are called. Unpaid time off will be granted to any employee who is chosen to serve. If you are summoned for jury duty, present the documentation confirming jury duty to your supervisor so that arrangements to cover departmental work may be made. Employees are expected to report to work during the hours their presence as a juror is not required. Upon returning to work, employees must present the court statement showing the dates and hours served.

MILITARY LEAVE

Appropriate military leaves of absence, benefits and reinstatements will be granted pursuant to state and federal law. Employees who are considering or who have been called to service in the uniformed services should contact the Office Manager for further details and obligations regarding military leave.



STANDARDS OF CONDUCT

It is our goal at Two Sisters Maid to Clean Co to provide a work environment that is most conducive to the comfort and productivity of our employees. Therefore, our objective is a workplace that places priority upon employee safety, that prohibits any form of harassment, and that encourages a smoke-free and drug-free work environment. In addition, we strive to maintain an efficient workplace free of any disruptive activities, and we encourage responsibility and accountability among all employees. By supporting these values, we are assured the best possible environment for effective business practices.



STANDARDS OF CONDUCT

Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, our employees must be aware of their responsibilities to Two Sisters Maid to Clean Co and co-workers.

We strive to take a constructive approach to disciplinary matters to ensure that actions which would interfere with operations or an employee's job are not continued.

Two Sisters Maid to Clean Co reserves the right to search employee personal effects, such as lunch boxes, purses, tool boxes, desks, lockers, vehicles, etc., on company premises.

DISCIPLINARY ACTION/TERMINATION

At all times, employees are expected to meet Two Sisters Maid to Clean Co's standards of attendance, performance, personal conduct, and Code of Ethics.

When an employee fails to meet these standards, the supervisor should begin disciplinary action to improve deficient performance and ensure compliance with company work rules, which may include termination depending on the circumstances.

Employees who are involuntarily terminated, except for position elimination, are not eligible for rehire.

Termination

The company reserves the right to terminate any employee without notice, for any reason, at any time, regardless of the length of service, with or without cause. This is called employment at will.

Procedures recommended in any manual, policy, memorandum, or publication should not be construed as a contractual requirement to defer or prohibit the discharge of an employee at-will.

No company representative is authorized to make any verbal representations or agreements of any kind that modify an employee's at-will relationship with the company.

Immediate discharge without disciplinary action may occur. Listed below are some examples of immediate termination reasons. This list is not inclusive:

- A) Improper use or disclosure of company or customer information, data, security procedures, and security passwords.
- B) Deliberate destruction or theft of company, customer or employee property.
- C) Concerted or deliberate restriction of work activities.
- D) Indecent conduct on company or customer property.
- E) Possession of lethal weapons (firearms, illegal knives, etc.) on company or customer property.
- F) Falsification of records or misrepresentation regarding material information.
- G) Overt acts of harassment, including sexual harassment.
- H) Being under the influence, manufacture, possession, use, distribution, transfer, or sale of illegal drugs or controlled substances while on company business.
- I) Intoxication or unauthorized use of alcohol on company property or on the job.
- J) Authorizing or committing an unlawful act on Two Sisters Maid to Clean Co property or while representing Two Sisters Maid to Clean Co
- K) Failure to report absence for two consecutive days, unless inability to do so is demonstrated by evidence satisfactory to management.
- L) Violence on the job or on company premises, including, but not limited to, hitting other Two Sisters Maid to Clean Co employees.
- M) Failure to maintain minimum quality cleaning standards.

Disciplinary Action

Though the relationship of an employee is on an at-will basis, a supervisor may elect to begin disciplinary action with an employee to resolve a problem situation.

Each instance of misconduct, unacceptable performance or policy violation is evaluated individually to determine what, if any, disciplinary action is warranted and appropriate. Where action is deemed appropriate, it should fit the offense and recognize individual circumstances.

Supervisors have primary responsibility for evaluating the conduct of employees under their supervision. They also have primary responsibility for initiating and keeping records of any disciplinary action deemed necessary.

Disciplinary action can take many forms. Generally, disciplinary action consists of verbal counseling and/or written warnings, suspension, probation, or termination. However, depending on the severity or frequency of the problem, the disciplinary action may vary. All disciplinary action must be documented for inclusion in the personnel file.

DRUGS, ALCOHOL AND OTHER PROHIBITED ITEMS

It is the policy of Two Sisters Maid to Clean Co to maintain its property and to provide a drug-free working environment that is both safe for our employees, including others having business with Two Sisters Maid to Clean Co or on Two Sisters Maid to Clean Co property, and conducive to efficient and productive work standards.

Prohibited Items

The use, possession, sale, manufacture, distribution, dispensation, concealment, receipt, transportation, or being under the influence of any of the following items or substances on Two Sisters Maid to Clean Co property or while representing Two Sisters Maid to Clean Co. (including the presence of detectable levels or identifiable trace quantities), by employees and all others, is prohibited:

1. Illegal drugs; controlled substances, marijuana; mood or mind altering substances other than those prescribed by a licensed medical practitioner, legal or illegal; “look-alike” substances; designer, counterfeit or synthetic drugs; inhalants; and any other drugs or substances which will in any way affect safety, workability, alertness, coordination, judgment, response or affect the safety of others on the job.
2. Alcoholic beverages, except as specifically authorized by Two Sisters Maid to Clean Co management. (NOTE: Moderate use of alcohol at Two Sisters Maid to Clean Co approved meetings, or in an appropriate social setting, is not prohibited by this Policy.) Consuming alcoholic beverages while driving any vehicle for Two Sisters Maid to Clean Co business is prohibited. The consumption of alcohol on Two Sisters Maid to Clean Co time or on Two Sisters Maid to Clean Co property is prohibited, except as noted above.
3. Firearms, ammunition, explosives and weapons, except as specifically authorized by Two Sisters Maid to Clean Co management. Except as allowed by law.
4. Drug paraphernalia.
5. Stolen or misappropriated goods of any kind.
6. Prescription drugs and over-the-counter medications, except under the following conditions:

- ☐ The drugs have been prescribed by a licensed medical practitioner for use within the past 12 months for the person in possession of the drugs.
- ☐ Prescribed drugs/medications are limited to a one day's supply, or must be kept in their original container and must be taken in accordance with the dosage recommendations and usage cautions and must not affect the person's ability to perform work safely. Over-the-counter medications are to be used according to recommended dosages.
- ☐ Two Sisters Maid to Clean Co reserves the right to consult with a medical doctor to determine if a drug or medication, whether prescribed or not, produces hazardous or non-safe effects and may restrict the use of any such drug or medication accordingly on Two Sisters Maid to Clean Co property. This may also include restricting the individual's work activity or presence at the worksite.

Policy Enforcement

Because of the importance of this Policy, Company reserves the right, at all times, while on Company premises and property and when circumstances warrant, to have Company supervisors and/or managers, including scent-trained dogs, conduct reasonable searches and inspections of employees or other persons and their personal property and effects.

The employee's supervisor has the right to conduct an on-the-spot search and inspection of employees, or others and their personal property and effects, if said supervisor has a reasonable suspicion that employees, or others, are in direct violation of any part of this Policy. All searches and inspections conducted by outside authorized specialists will be in the presence of a Company representative.

A Search and Inspection, as defined herein, may also include and require employees and others present on Company property to submit to a drug and/or alcohol test.

After reasonable suspicion of actions, including the employee's personal demeanor, work performance and/or physical competency, the employee's supervisor has the right to consult with another supervisor to determine if the employee's actions are, in fact, of a suspicious nature. If, in the opinion of both supervisors, the employee is acting in a suspicious manner, such actions will constitute just cause to require the employee to submit to a drug or alcohol test as set forth herein.

A drug or alcohol test may be required under the following circumstances:

1. Pre-employment examinations.
2. When an employee has an accident or reportable incident on company premises.

3. To comply with contractual agreements, client/customer job site requirements or governmental/regulatory regulations and requirements.
4. When an employee's supervisor has a reasonable suspicion that an employee, or other person on Company property, is using or under the influence of prohibited drugs, alcohol and substances, or that there has been a violation of this Policy.
5. When an employee, or other person, is found in possession of suspected illegal or prohibited drugs and substances, or when any of these drugs and substances are found in an area controlled or used exclusively by said employee or other person.
6. When an employee returns to active employment after a layoff or non-medical leave of absence of thirty (30) or more days.
7. Following an on-the-job injury requiring treatment from a physician, or, following a serious or potentially serious accident or incident, including near misses, in which safety precautions were violated, unsafe instructions or orders were given, vehicles/equipment/property was damaged, unusually careless acts were performed, or where the cause was due to the failure to wear prescribed personal protective equipment. All persons involved and within the immediate vicinity of the incident may have a drug or alcohol test.
8. Randomly (periodic and unannounced). The Company reserves the right to conduct random drug or alcohol tests at will. Employees chosen for random testing must submit the required specimen within two hours of notification.

Penalties for Violating Policy

Any employee found in violation of this policy, or who refuses to submit to a search, drug test, alcohol test, or urine test, shall be removed from Company property and be subject to disciplinary action and corrective action, up to and including termination of employment. Any employee failing, after a two-hour period, to submit the specimen will be informed that this refusal constitutes failure to obey a direct order and that this is grounds for termination. Preliminary findings of a Policy violation may require that the employee be suspended, without pay, pending the results of a Company investigation. If said investigation clears the employee of any Policy violation, then said employee will be fully reinstated, including pay, to his/her job.

All subcontractor, vendor, and supplier personnel and other third parties on Company premises will be subject to this Policy. Any such individual found in violation of this Policy, or who refuses to be searched or drug/alcohol tested, will be removed and barred from further entry or access to Company premises. Repeated violations of the Policy by contractor, vendor or supplier employees may also cause cancellation of the contract between the Company and such subcontractor, vendor, or supplier and may result in losing the right to do business with the Company.

An employee, or anyone else, who in any way alters, tampers with, or substitutes a specimen, will be considered a violator of this Policy and the employee shall be discharged. A non-employee shall be removed and barred from Company premises. The Company may take into custody any illegal, unauthorized or prohibited items or substances and may turn them over to the proper law enforcement agencies.

Off-the-Job Drug/Alcohol/Substance Use and Activity

Employees who are convicted or plead guilty or nolo contendere because of off-the-job activities (drug or alcohol related) may be considered in violation of this Policy. In deciding what action to take, the Company will consider the nature of the charges and other factors relative to the impact of the employee's conviction or plea upon the conduct of Two Sisters Maid to Clean Co's business.

HARASSMENT, INCLUDING SEXUAL HARASSMENT

Employers interested in human dignity and protection of their employees are particularly concerned about the possibility of employee harassment, whether it be sexual, racial, ethnic or other type. Harassment of any form --- verbal, physical or visual --- is strictly against company policy and will result in disciplinary action. Sexual harassment includes, but is not limited to: slurs, threats, derogatory comments, unwelcome jokes, exposure to sexually-oriented literature or pictures, teasing or sexual advances, and other similar verbal and physical conduct. If you believe you have been the victim of harassment, or know of one who has, report it immediately to your supervisor, or other person in authority. This policy is taken very seriously, and all complaints of this nature will be thoroughly investigated. Any employee found guilty of violating this policy will be subject to disciplinary action, up to and including termination.

OFFENSIVE LANGUAGE AND INSUBORDINATION

It is the long-standing policy of this company to treat all employees with respect and courtesy. During your employment with us it is expected and required that you will treat all people with whom you work with respect and courtesy. The company will not condone or tolerate offensive language directed toward superiors, subordinates, or peers, nor will it tolerate insubordination directed toward superiors or others placed in a position of authority. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

SMOKING

It is against company policy to smoke anywhere inside or outside our customer's property. Also, for reasons of safety, public relations, and other concerns, smoking is prohibited on Two Sisters Maid to Clean Co's premises except in designated areas. Violation of this policy will lead to disciplinary action up to and including termination.

NON-COMPETE AGREEMENT

Each employee will be required to sign a Non-Compete Agreement agreeing to abstain from working directly for any Two Sisters Maid to Clean Co customer for a period of twelve (12) months following termination. Breach of this agreement may result in legal enforcement.

WEAPONS OR HANDGUNS

Two Sisters Maid to Clean Co does not permit any employee, agent, or representative to carry or maintain a weapon, handgun, or any other firearm on its premises or clients' property, which includes the buildings, driveways, parking lots, street or sidewalks. It is also prohibited for an employee to carry a weapon of any kind while conducting business on Two Sisters Maid to Clean Co's behalf. This also includes prohibition of weapons in any vehicle on the company premises or used in connection with your employment at Two Sisters Maid to Clean Co. This is a term and condition of continued employment.

CELL PHONE USAGE

This document sets forth Two Sisters Maid to Clean Co's (the "Company") policies about cell phone usage and applies to all Company employees. For purposes of this policy, the term "cell phone" is defined as any handheld electronic device with the ability to receive and/or transmit voice, text, or data messages without a cable connection (including, but not limited to, cellular telephones, digital wireless phones, radio-phones/walkie-talkies, telephone pagers, PDAs (personal digital assistants with wireless communications capabilities), or RIM ("research in motion") wireless devices).

Personal cell phone use while on the job is strictly prohibited except in the case of emergency or speaking with Two Sisters Maid to Clean Co Management. Cell phone usage for official Two Sisters Maid to Clean Co business will not be reimbursed.

Use While Driving. The Company prohibits employee use of cell phones or similar devices for Company-related purposes while driving on company business. This prohibition includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages, or any other purpose related to Company employment, the Company, its clients, vendors, volunteer activities,

meetings, or civic responsibilities performed for or attended in the name of the Company, or any other Company-related activities not named herein. Employees may not use cell phones or similar devices to receive or place calls, text messages, surf the Internet, check phone messages, or receive or respond to email while driving if they are in any way performing activities related to their employment. Employees must stop their vehicles in safe locations in order to use cell phones or similar devices. Except while using hands free options.

No Use of Camera Phones. The use of the electronic imaging function of cell phones is strictly prohibited on Company and customer premises, unless approved in advance by the Office Manager. Transmission of any Company information, logos, data, and/or photos of the premises or of any employees, contractors, subcontractors, or visitors is strictly forbidden.

Employees may not take photographs and/or video, whether by camera phone or any other device, in “private” areas, including restrooms and customer homes or facilities. Employees who violate this policy will be subject to disciplinary actions, which may include deletion of the photos and confiscation of the camera, termination of employment, or legal action.

SOCIAL NETWORKING

Two Sisters Maid to Clean Co takes no position on your decision to start or maintain a blog or participate in other social networking activities. However, it is the right and duty of the company to protect itself from unauthorized disclosure of information. Two Sisters Maid to Clean Co’s social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all management and staff.

General Provisions

Blogging or other forms of social media or technology include but are not limited to video or wiki postings, sites such as Facebook and Twitter, chat rooms, personal blogs or other similar forms of online journals, diaries or personal newsletters not affiliated with Two Sisters Maid to Clean Co

Unless specifically instructed, employees are not authorized and therefore restricted to speak on behalf of Two Sisters Maid to Clean Co Employees may not publicly discuss clients, products, employees or any work-related matters, whether confidential or not, outside company-authorized communications. Employees are expected to protect the privacy of Two Sisters Maid to Clean Co and its employees and clients and are prohibited from disclosing personal employee and nonemployee information and any other proprietary and nonpublic information to which employees have access. Such

information includes but is not limited to customer information, trade secrets, financial information and strategic business plans.

Employees should not share personal information with Two Sisters Maid to Clean clients, to include social media handles, payment apps, telephone numbers, email addresses, physical information or any other information that would be considered a communication outlet. Failure to abide by this policy can lead to immediate termination.

Employer Monitoring

Employees are cautioned that they should have no expectation of privacy while using the Internet. Your postings can be reviewed by anyone, including Two Sisters Maid to Clean Co. Two Sisters Maid to Clean Co reserves the right to monitor comments or discussions about the company, its employees, clients and the industry, including products and competitors, posted on the Internet by anyone, including employees and non-employees. Two Sisters Maid to Clean Co may use blog-search tools and software to monitor forums such as blogs and other types of personal journals, diaries, personal and business discussion forums, and social networking sites.

Employees are cautioned that they should have no expectation of privacy while using company equipment or facilities for any purpose, including authorized blogging.

Two Sisters Maid to Clean Co reserves the right to use content management tools to monitor, review or block content on company blogs that violate company blogging rules and guidelines.

Reporting Violations

Two Sisters Maid to Clean Co requests and strongly urges employees to report any violations or possible or perceived violations to supervisors or managers. Violations include discussions of Two Sisters Maid to Clean Co and its employees and clients, any discussion of proprietary information and any unlawful activity related to blogging or social networking.

Discipline for Violations

Two Sisters Maid to Clean Co investigates and responds to *all* reports of violations of the social networking policy and other related policies. Violation of the company's social networking policy will result in disciplinary action, up to and including immediate termination; including the possibility of criminal prosecution. Discipline or termination will be determined based on the nature and factors of any blog or social networking post. Two Sisters Maid to Clean Co reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

Rules and Guidelines

The following rules and guidelines apply to social networking and blogging when authorized by the employer and done on company time. The rules and guidelines apply to all employer-related blogs and social networking entries, including employer subsidiaries or affiliates.

Only authorized employees can prepare and modify content for Two Sisters Maid to Clean Co's blog located on Facebook and/or any other social networking sites. Content must be relevant, add value and meet at least one of the specified goals or purposes developed by Two Sisters Maid to Clean Co. If uncertain about any information, material or conversation, discuss the content with your manager.

All employees must identify themselves as employees of Two Sisters Maid to Clean Co when posting comments or responses on the employer's blog or on the social networking site.

Any copyrighted information where written reprint information has not been obtained in advance cannot be posted on Two Sisters Maid to Clean Co's blog.

The Office Manager is responsible for ensuring all blogging and social networking information complies with Two Sisters Maid to Clean Co's written policies. The Office Manager is authorized to remove any content that does not meet the rules and guidelines of this policy or that may be illegal or offensive. Removal of such content will be done without permission of the blogger or advance warning.

Two Sisters Maid to Clean Co expects all guest bloggers to abide by all rules and guidelines of this policy. Company reserves the right to remove, without advance notice or permission, all guest bloggers' content considered inaccurate or offensive. Two Sisters Maid to Clean Co also reserves the right to take legal action against guests who engage in prohibited or unlawful conduct.

Personal Blogs

Two Sisters Maid to Clean Co respects the right of employees to write blogs and use social networking sites and does not want to discourage employees from self-publishing and self-expression. Employees are expected to follow the guidelines and policies set forth to provide a clear line between you as the individual and you as the employee.

Two Sisters Maid to Clean Co respects the right of employees to use blogs and social networking sites as a medium of self-expression and public conversation and does not discriminate against employees who use these media for personal interests and affiliations or other lawful purposes.

Bloggers and commenters are personally responsible for their commentary on blogs and social networking sites. Bloggers and commenters can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party, not just Two Sisters Maid to Clean Co

Employees cannot use employer-owned equipment, including computers, company-licensed software or other electronic equipment, nor facilities or company time, to conduct personal blogging or social networking activities.

Employees cannot use blogs or social networking sites to harass, threaten, discriminate or disparage against employees or anyone associated with or doing business with Two Sisters Maid to Clean Co

If you choose to identify yourself as a Two Sisters Maid to Clean Co employee, please understand that some readers may view you as a spokesperson for Two Sisters Maid to Clean Co. Because of this possibility, we ask that you state that your views expressed in your blog or social networking area are your own and not those of the company, nor of any person or organization affiliated or doing business with Two Sisters Maid to Clean Co

Employees cannot post on personal blogs or other sites the name, trademark or logo of Two Sisters Maid to Clean Co or any business with a connection to Two Sisters Maid to Clean Co. Employees cannot post company-privileged information, including copyrighted information or company-issued documents without prior approval.

Employees cannot post on personal blogs or social networking sites photographs of other employees, clients, vendors or suppliers, nor can employees post photographs of persons engaged in company business or at company events without prior approval.

Employees cannot post on personal blogs and social networking sites any advertisements or photographs of company products, nor sell company products and services.

Employees cannot link from a personal blog or social networking site to Two Sisters Maid to Clean Co's internal or external web site.

If contacted by the media or press about a post that relates to Two Sisters Maid to Clean Co business, employees are required to speak with their manager before responding.

COMPUTER HARDWARE/SOFTWARE SECURITY AND E-MAIL

Two Sisters Maid to Clean Co's computers are to be used for company business only. You may not copy or use company/leased software contrary to the provisions of the contract. Use of customer computers is strictly forbidden.

SOLICITATION

In the interest of preserving productivity, order, and discipline within our company, solicitation of any type during working hours is prohibited. Distribution of literature or printed matter of any kind, posting of notices, signs, or writing/pictures in any form, anywhere on company property is prohibited. We are not attempting to interfere with employee rights which are protected by law. These regulations are intended to prevent confusion and clutter which may distract from safety and cleanliness, and/or threaten the security of Two Sisters Maid to Clean Co, its employees and visitors.

DRESS AND PERSONAL APPEARANCE

Employees are expected to maintain an appropriate appearance that is businesslike, neat and clean, as determined by the manager of the work area. Dress and appearance should not be offensive to clients or other employees.

Apparel You should wear appropriate and clean uniform attire at all times while on the job. Our uniform consist of our company branded shirt, appropriate bottoms, socks and tennis shoes.

Tennis Shoes (non slip) with socks are required at all times while on the job.

Shoe covers and our company issued aprons are also a required part of the uniform.

A complete list of inappropriate attire would be impossible to write; however, the following are some examples of inappropriate dress:

Tattered jeans or jeans with holes in them.
Clothing displaying vulgar pictures or language.
Clothing that reveals midriffs. Any revealing or provocative clothing such as short shorts.

Hair Hair should be clean, combed and neatly trimmed or arranged. This also pertains to sideburns, mustaches and beards. Shaggy, unkempt hair is not permissible.

Personal Hygiene Good personal hygiene habits must be maintained.

Two Sisters Maid to Clean Co expects all employees to follow these guidelines.



COMMUNICATIONS

Good communication is a critical part of our corporate culture. We place the highest value on positive interchange and open communication channels between you, your supervisors and your managers. Good communication contributes to our ability to work as a team and to provide quality products to our clients.



COMMUNICATIONS

GRIEVANCE PROCEDURE

If you have a problem affecting your employment at Two Sisters Maid to Clean Co, you are encouraged to use the following procedure to assure that it receives prompt and fair handling:

- STEP ONE: Discuss the problem with your supervisor. A sincere effort will be made to help with any situation that arises.
- STEP TWO: If the discussion with your supervisor does not resolve the situation, you may then present your complaint, orally or in writing, to the next higher level of management (or founder). Arrangements will be made to meet and discuss the situation with you.
- STEP THREE: If you are still not satisfied, please see the Two Sisters Maid to Clean Co President. You may rest assured the problem will be addressed in a fair and expedient manner.



MISCELLANEOUS

Two Sisters Maid to Clean Co has accepted the challenge of fostering the highest possible ethical standards in its dealings with clients, co-workers, suppliers, and the community at large. Committed to honesty, integrity and impartiality, we at Two Sisters Maid to Clean Co strive continually to assure the proper performance of our business and to maintain the trust and confidence of all those with whom we interact.



MISCELLANEOUS

CONFIDENTIALITY

Each employee is responsible for safeguarding confidential information obtained in connection with his/her employment. In the course of your work, you may have access to confidential information regarding the company, its clients or its employees. It is your responsibility to, in no way, reveal or divulge any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a need-to-know basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and will be dealt with as appropriate for the infraction.

EMPLOYMENT VERIFICATION AND REFERRALS

Two Sisters Maid to Clean Co may receive calls for employment verification or employee referrals. The Office Manager is the only employee authorized to respond to these inquiries. Employees receiving calls of this nature should forward them to the Office Manager.

PERSONAL PROPERTY

Two Sisters Maid to Clean Co is not responsible for the loss, theft or damage of personal property on company or customer premises. Please secure all personal property in a desk or locked vehicle. If you believe you have personal property which has been stolen on Two Sisters Maid to Clean Co premises, you should contact the police department and file a police report.

CUSTOMER PROPERTY

Two Sisters Maid to Clean Co employees may be held financially responsible for lost or damaged customer or company property.

HANDBOOK RECEIPT AND ACKNOWLEDGMENT

This manual describes your obligations as an employee of Two Sisters Maid to Clean Co, and you are to be familiar with its contents. By signing below, you acknowledge your receipt of a copy of this Handbook, and that 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 Two Sisters Maid to Clean Co.

This Handbook supersedes all previous Handbooks.

Employee Signature: _____

Print Employee Name: _____

Date: _____

Please keep a copy of this acknowledgment for your records.