# Enviro-Clean Services, Inc. Employee Handbook

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# **Welcome to Enviro-Clean**

# WELCOME

I am pleased that you have decided to join us at Enviro-Clean Services, Inc. I hope our association will be a mutually beneficial one. The company was established in 1975 and has a history of more than 35 years of excellent service to our customers. It has grown because of the efforts of each team member.

At Enviro-Clean, you are our most important asset. You are our link to the customer. We are judged by the work you do, the way you present yourself, and your general attitude about your job. We want you to enjoy coming to work. Should you have concerns about your employment with Enviro-Clean, you are urged to address them with your supervisor or the Human Resources staff.

Again, welcome to Enviro-Clean - the largest and most quality-conscious commercial cleaning service in the area!

Sincerely,

Dan Koster, President



# **Your First Days**

The first days on a new job are often confusing. New surrounding, new responsibilities, new people all add up for thoughts of "How will I ever learn it all?" Don't worry; a lot of people here want these days to go as smoothly as possible for you. Your area manager, supervisor/trainer, and your coworkers all want you to feel welcome and a part of Enviro-Clean's team.

During your first days, your supervisor will be helping you to get acquainted with both Enviro-Clean and your job. When questions arise, be sure to discuss them with your supervisor who will either answer your questions or refer you to someone who can.

This Employee Handbook answers many of the questions that have been asked in the past. It doesn't cover every situation but it does try to help you understand what you can expect of the people you work with, what you can expect from Enviro-Clean, and what Enviro-Clean expects from you.

The company reserves the right to add, change, or delete benefit programs, policies and procedures at any time. As programs, policies and procedures change, you will receive page revisions for this handbook. It is your responsibility to read the new pages carefully, file these revisions, and keep your book up to date. If you have any suggestions that will make this handbook a more useful tool for team members, please tell your supervisor or the Director of Human Resources.

## **History of the Company**

Dan Koster, President, founded Enviro-Clean Services, Inc. on September 1, 1975. From its humble beginning, the company has expanded in volume and in the types of services it provides. A major landmark and symbol of the firm's development was the relocation of the Holland, MI headquarters to its present, spacious office building in 1996. The most recent expansion occurred in 2003 when the company decided to purchase and relocate its Grand Rapids' branch operations to a larger building site in Wyoming, MI.

Today Enviro-Clean stands as a leader in the industry. It is one of the most reputable and successful, if not the largest contract-cleaning firm in Holland, employing over 1000 team members. Enviro-Clean also has offices in and services the Grand Rapids, Allegan, and Troy areas. Throughout its history, the loyalty and diligence of employees have made this company a success.

# This is Our Business

Enviro-Clean is in the commercial cleaning business. The company provides building maintenance and cleaning services to our customers on a contractual basis. This includes the wide range of range of services including general office cleaning, industrial cleaning, carpet care, floor care, and window cleaning. Our employees are considered professionals, and our customers expect us to perform our services as experts. We hope you are as proud to be a member of our company as we are to have you with us.



# **OUR MISSION STATEMENT**

"To be the leader in providing exceptional, uncompromising service for our customers and employees."



# **Equal Employment Opportunity**

Enviro-Clean Services, Inc. is an Equal Opportunity Employer and seeks to attract and retain the best-qualified personnel. All decisions regarding hiring, pay, and promotions are made without regard to race, color, sex, age, marital status, religion, national origin, height, or weight. It is the company's policy to comply with applicable laws that provide equal opportunity in employment for all persons and to prohibit unlawful discrimination in employment. Implementation of the company's Equal Employment Opportunity Policy is the responsibility of all company employees.

## **Employment-At-Will**

We are an "at-will" employer and operate under the premise that employees have the right to resign their positions at any time, with or without notice, and with or without cause. We, the employer, have similar rights to terminate the employment relationship at any time, with or without notice, and with or without cause.

# **Employment Policies and Practices**

# Training

You will receive extensive on-the-job training and follow-up from a company trainer/supervisor at your assigned account site(s). It is primarily the responsibility of the trainer/supervisor to define your duties, responsibilities and authority clearly; but it is also your responsibility to seek clarification in any instance in which your job has not been adequately defined. As an additional tool, a job description—specifying the daily and periodic scheduled tasks—should be posted in the cleaning closet at your account site(s). Should you not find one there, simply request the job description from your area manager.

# **Continuous Improvement Review (C.I.R.)**

Your area manager and/or trainer will provide regular quality measurement feedback via the company's continuous Improvement Review (CIR) process. The CIR form is used to assess your work area's present condition and to identify opportunities for continued improvement.

Our clients tend to be industry leaders, striving to portray a very positive image to both their customers and the community. The way our clients' facilities are perceived is a critical factor in achieving this goal. Thus Enviro-Clean's clients expect consistency and excellence from us.

# **Personnel Records**

To keep our personnel records accurate and up to date, you should inform the Human Resources Department when you make changes that affect your records. For example, let us know of any change relating to the following:

- Current name
- Current residence/mailing address
- Home telephone number of current address
- Person to be notified in case of emergency
- Marital status and dependents (for insurance and tax purposes)
- Life insurance and 401(k) beneficiaries
- Insurance coverage (single or dependent)
- Withholding exemptions

## **Access to Personnel Files**

Personnel files contain among other materials:

- Employment application
- Performance and development reviews
- Changes in status
- Corrective action reports



Access to information in your active personnel file is limited to you and management staff to whom you report.

You may review your file at the convenience of and in the presence of a Human Resources representative. You have the opportunity to correct or clarify any information within the established company procedures. Copies of the documents contained in your personnel file can be duplicated, if needed, at your request and expense.

Your personnel file will not be released to individuals other than those stated in this policy without your prior approval. To maintain the confidentiality of personnel records, personnel files are stored in locked file cabinets.

## **Reference Checks**

All telephone or written inquiries regarding a current or former Enviro-Clean employee must be referred to the Human Resources Department.

In response to an outside request for information regarding a current or former employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department, unless otherwise required by law.

# **Recording of Work Time/Teleteam Timekeeping Procedures**

Your time worked is recorded through Enviro-Clean's automated TeleTeam Timekeeping System. It is important that you call the specified timekeeping number when at your job site and record your time according to the procedures below.

1. Dial the TeleTeam Timekeeping System from the designated telephone at your job site. The following phone numbers are available for timekeeping:

٠	Holland/Zeeland	(616) 395-0555
٠	Grand Rapids	(616) 574-5332
٠	Other Areas	(800) 246-9811

- 2. After being prompted by the system, enter your four-digit employee number (located on your badge) and press the # sign button on the telephone.
- 3. The system will give you all the available options from the main menu.
  - To check in, press 1
  - To check out, press 2
- 4. The system will try to locate your job number (from caller ID) when you have clocked in. If it cannot locate your job number, it will prompt you to enter your six-digit job number and press the # sign button.
- 5. After checking in or out, the system will announce the time and say goodbye.
- 6. If your manager has left a voice message, you will be prompted to listen to this message before the system will allow you to check in or out. To listen to your new message, press 1 and follow the automated instructions. After you complete the messaging portion of the call, the system will take you back to the main menu to check in/out or hang up.

## Breaks

Breaks must be taken at the assigned time for the allotted number of minutes. You are allowed a paid break (typically 10-minutes) **after** you have worked four hours per shift. You must take your break at the scheduled time and only in the area assigned for breaks. If you work eight hours per shift, you are entitled to two scheduled paid breaks (typically 10-minutes each) and a thirty-minute unpaid lunch break unless otherwise directed by your supervisor. Use of client telephones on your break is not allowed.

# **24-Hour Answering Service**

Enviro-Clean has a 24-hour answering service. Therefore there is never an acceptable reason for not calling in when you will be absent, not notifying your supervisor that you have to leave work because of sickness/an emergency, or not notifying the company when you will be late or absent. The telephone number for the office and answering service is located under the Office and 24-Hr. Answering Service Section of the card attached to your badge.



# **Pay Information**

### To Get Paid:

To be paid for the hours you work, you must call the TeleTeam Timekeeping System from the designated telephone at your job site when your shift begins and ends. Please refer to the previous Recording of Work Time/TeleTeam Timekeeping Procedures section for more details regarding this process.

If you fail to call in or out, you need to contact the Payroll Department as soon as possible with the time you began or finished your work assignment that day.

The workweek begins on Sunday and ends on Saturday. Enviro-Clean pays every other week—typically on Thursdays and is automatically deposited into your checking or savings account. Direct deposit request forms are available from the Payroll Department. Enviro–Clean offers the pay option of an EPay Card. Please contact the HR Department.

#### Wages:

Wages are based on experience, dependability, quality and quantity of work, level of supervision needed, as well as:

- weekly schedule
- scope of responsibility
- working conditions at the site
- overall job budget of your assigned building

### **Overtime:**

As an hourly, non-exempt employee, overtime compensation will be paid if you work in excess of 40 hours during the normal workweek (Sunday-Saturday). This overtime compensation shall be one and one half times your regular hourly rate. Hours in excess of your regularly scheduled workday may not be worked without prior approval from your supervisor.

# **Absences / Time Off**

### **Attendance Standards:**

Although the company recognizes that there are situations requiring people to be absent from work, the company also believes it is important that employees attend work as scheduled. As a general rule of thumb, Enviro-Clean considers more than two unscheduled days off per quarter (or a three-month period) to be excessive. However the company reserves the right to review individual circumstances prior to initiating corrective action.

### **Reporting Absences:**

When you are ill or are unable to report to work for any reason that has not been requested and approved in advance by your area manager, you must notify the office *before the start of each shift*. In addition, your absence needs to be reported by the following notification times:

- 1<sup>st</sup> Shift—2 hours before the start of your shift or by 5:00 a.m., whichever is earliest
- 2<sup>nd</sup> Shift—4 hours before the start of your shift or by 1:00 p.m., whichever is earliest
- 3<sup>rd</sup> Shift—6 hours before the start of your shift or by 4:00 p.m., whichever is earliest

If you feel ill and are unsure of your ability to work that day, call the office to let the company know that you might be unable to work. That way alternate plans can be made in case your condition worsens.

The office numbers to report absences are located on the card attached to your badge and are as follows:

- Holland/Zeeland (616) 820-2250
- Grand Rapids (616) 574-5334
- Allegan (616) 686-2295
- All Other Areas (866) 561-4017



Please keep in mind Enviro-Clean has a 24-hour answering service. Therefore there is never an acceptable reason for not calling in when you will be absent. If you fail to report to work and do not call the office with any explanation of your behavior, your conduct will mean you have voluntarily resigned from the company.

### **Requesting Time Off:**

#### Time off MUST be requested AND is subject to approval by your area manager.

If you work second or third shift hours, you can reach your area manager between 3:30 p.m. - 5:00 p.m. to request time off in advance. If you work first shift, you can reach your area manager through the office number from 7:00 a.m. - 3:00 p.m. Time taken off that is not approved will be taken into account when considering your employment status with Enviro-Clean.

Personal and family business, as well as medical appointments, should be attended to on your off hours when possible.

If you have requested, but not received, verbal approval for your time off and fail to report to work for that time period, your conduct will mean you have voluntarily resigned from the company.

### Medical Substantiation:

You may be required to present a doctor's substantiation of your illness and/or fitness for duty prior to or upon your return to work. Under certain circumstances, the company reserves the right to request you undergo a return-to-work physical, at Enviro-Clean's expense, conducted by a company-appointed health care provider.

## **Inclement Winter Weather**

It is important that team members understand Enviro-Clean's inclement weather policy when winter storm watches and warnings are issued. Yearly the weather services issue several snow advisories for normal Michigan winter weather. It is the policy of Enviro-Clean that regardless of typical weather advisories we will plan to work. Our customers expect us to be at work unless the weather is extreme.

When the weather deteriorates and becomes extreme during the day and you are scheduled to work second or third shift, please call the office to find out if you need to report to work that evening. Should you work a first shift schedule and awake to seemingly severe weather conditions, contact the office through Enviro-Clean's 24-hour answering service. If it is determined to be a dangerous situation, you will not be required to work. However if the situation is not considered to be severe, you will be expected to report to work.

Criteria used to determine whether you will work include:

- Are most area businesses sending employees home?
- What are the weather conditions shortly before your shift?
- What is the probability of the weather being severe?

Should the weather deteriorate during your shift, you may be allowed to do the basic cleaning tasks and then leave early, with prior approval from your supervisor.

# **Requesting a Transfer to Another Account**

Keep in mind the company cleans many different types of buildings and provides several types of services on every shift.

If you are interested in working at a different location, or need different hours; simply contact the Human Resources Department. Your qualifications, work experience, past performance ratings and length of service are reviewed when considering your request for another position.

# **Referral Bonus Program**

When you refer others to Enviro-Clean and they are hired, you will be paid a \$50 bonus for each referral as long as you both continuously work for Enviro-Clean and:



- The Human Resources Department knows at the time of hire that you referred the person.
- The person you referred works at least 100 hours from his/her hire date.
- You and the referred employee are both working for the company when the bonus is to be paid.

You will be paid at the end of the calendar year quarter in which the person works 100 hours. In addition, if the person you referred leaves Enviro-Clean prior to working the 100 hours and then returns to work, you will not receive a referral bonus for this employee.

# **Employment of Relatives**

The employment of relatives of present employees is permitted, providing there is a need for employing such a person and the relative is qualified. Although typically he or she would not be hired for a position that was over or under the direct supervision of the employee, exceptions to this stipulation may be made on a case-by-case basis. In all situations, the family relationship must not interfere with the company's overall operations. This should be completely understood by both parties. In any event, the company reserves the right to transfer or terminate employees to prevent the employment of relatives from becoming or remaining a detriment to the company's overall operations.

# **Annual Performance and Development Reviews**

Your area manager will complete a Performance and Development Review by your annual anniversary date. This tool provides a means in which you and your area manager can openly and thoroughly discuss your past job performance, identify strengths and developmental needs, and develop action steps to improve performance. Primary achievements evaluated include factors such as:

- Quality of work
- Quantity of work
- Customer satisfaction
- Attendance/punctuality
- Cooperation/teamwork
- Safety on the job
- Initiative
- Communications
- Appearance

During your review, your area manager also will discuss areas of growth and development with you.

# **Promotions**

A promotion is defined as a move from a job at one level to a job at a higher level. A promotion may lead to a new job developed in one area or may result when a vacancy occurs in another area.

It is the Enviro-Clean's policy to encourage promotions from within the company, where demonstrated ability and performance qualify you for a position at a higher level of responsibility and/or know-how. Furthermore the company reserves the right to use its discretion in selecting the most qualified individuals for promotional opportunities.

# **Employee of the Month Recognition Award**

Managers routinely nominate team members for the Employee of the Month recognition award based on the following criteria:

- Customer satisfaction
- Performance—maintaining high quality and quantity standards while being a team player
- Attendance/punctuality
- Communication style with customers, coworkers, and the management team
- Adherence to safety and security practices
- Outstanding action that was beyond the "call of duty"

In addition to this recognition, gift certificates are presented to the company's recipients.



# **Conflict Of Interest**

Employees are prohibited from owning any interest in, working for or accepting compensation in any form from any of our customers, potential customers, competitors, or suppliers, except as authorized by an officer of Enviro-Clean. In addition, employees may not engage in any activity that competes with any activity of the company.

# Confidentiality

All information received by employees regarding the affairs of coworkers, customers, and Enviro-Clean business in general shall be kept in strict confidence and will not be discussed by any Enviro-Clean employee.

# **Outside Employment**

Activities away from the job must not adversely affect the employee's job performance or compromise the company's interests and will not be considered an excuse for poor job performance, absenteeism, tardiness, or refusal to work different hours or overtime. Furthermore as stated in the Conflict of Interest section, employees may not engage in any activity that competes with any activity of the company.

# **Supplies**

To ensure you have the tools you need to be successful on the job, the company delivers supplies to each account monthly. Should you need cleaning solutions and/or other supplies prior to the next delivery date, contact Enviro-Clean office one week before the item is depleted.

# **Solicitation of Employees**

Enviro-Clean prohibits outside solicitors access to its facilities including parking lots and controls the solicitation of employees and the distribution and posting of literature.

The solicitation and distribution of literature by employees in company or customer work areas, where employees perform job duties, is prohibited. Employees may not solicit or distribute literature during times they are required to be working. Employees may engage in oral solicitation or literature distribution in other areas of company or customer premises during their authorized lunch or break periods and/or other times they are not required to be working. However, employees being solicited or receiving literature must also be on authorized lunch or break periods and/or otherwise not required to be working. Distribution of literature in such a manner as to cause litter on company or customer premises is prohibited. Any solicitation and distribution must comply with any rules established by the customer as well.

# Suggestions

You are encouraged to submit to your supervisor ideas which you believe would improve Enviro-Clean's services, reduce costs, save time, improve working conditions, or contribute to the safety or well being of our team members.

# **Open Door Policy**

It is the sincere intent of Enviro-Clean's management that all employees be treated fairly and equitably and feel free to voice their comments and questions. However if the concern can not be resolved or the matter involves differences of opinion with your immediate supervisor, you are encouraged to pursue the issue with the next level of management, up to and including the Director of Human Resources and/or President.

# The Clean Sweep News

*The Clean Sweep News* is published periodically and sent to each employee's home address. The company's newsletter is a vehicle for increasing communication and sharing Enviro-Clean's goals and objectives, as well as publicizing individual employee achievement. Ideas and suggestions for future newsworthy articles should be submitted to the Editor at Enviro-Clean's Holland office.

# **Termination of Employment**

The company requests that you give a two-weeks' notice when resigning. Failure to give sufficient notice, based on the circumstances, will affect your eligibility for rehire. Notice should be verbally presented to your area manager.



Your badge(s), employee handbook, building keys/access card, and other Enviro-Clean property issued to you must be returned promptly. Your final paycheck will be distributed on the next regularly scheduled payday for the pay period in which you last worked.

Employees are not under any contract of employment for a specific or indefinite length of time. Any employee may terminate employment with the company at any time, with or without cause, and with or without notice. Similarly the company may terminate employment of any employee on the same terms, at the company's discretion.

# **Reduction in Force of Employees**

If it becomes necessary to reduce staffing levels because of business necessity or any other reason in the company's discretion, including changing operational requirements, a reduction in force may be implemented with the concurrence of the Director of Human Resources.

Employees are identified for termination under a reduction in force based on the following criteria:

- The loss of assigned account(s)—unless comparable openings are available within the company.
- Performance—marginal or poor performers are identified first for termination.
- Length of service—among those meeting company performance standards, employees are identified for termination in reverse order of company service.

# **Return of Company Property**

When you leave Enviro-Clean for any reason, you must return company property promptly. The items that you may be responsible for returning and their respective costs, if not returned, are as follows:

- 1. Building and/or Enviro-Clean keys—you may be charged for re-keying the building if keys are not returned.
- 2. Boots—cost of new boots or \$50.00 for used boots
- 3. Safety glasses—\$2.50
- 4. ID badge –\$5.00
- 5. Building and/or Enviro-Clean's access card—\$10.00
- 6. Employee handbook—\$5.00
- 7. Uniforms, aprons, and jackets-cost to replace uniforms, aprons, and/or jackets

Deductions for unreturned company property will be taken from your final paycheck.

# **Other Employee Relations Policies**

# **Anti-Discrimination Policy**

The company strives to create and maintain a work environment in which people are treated with dignity, decency and respect. Employees should be able to work and learn in a safe atmosphere. For that reason, Enviro-Clean will not tolerate unlawful discrimination of any kind based, solely or in part, on the person's race, color, national origin, age, religion, disability status, sex, marital status, height or weight.

This policy is intended to comply with the prohibitions stated in the various federal, state and local antidiscrimination laws. In addition, Enviro-clean will comply with all applicable laws concerning handicapped employees.

Complaints should be reported to the Director of Human Resources for review and appropriate corrective action. Discrimination in violation of this policy will be subject to severe corrective action up to and including termination.

# **Handicapper Policy**

It is the company's policy not to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Consistent with this policy of nondiscrimination, the company will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has



made the company aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Director of Human Resources within six months from the onset of their disability and as validated by medical certification.

Enviro-Clean will determine the feasibility of the requested accommodation considering various factors including, but not limited to the nature and cost of the accommodation, the company's overall financial resources and organization, and the accommodation's impact on the operation of Enviro-Clean, including its impact on the ability of other employees to perform their duties and on the company's ability to conduct business.

Employees and applicants are advised that if they believe the company has failed to accommodate them as handicapped in accordance with the provisions of Act 121 of the Michigan Public Acts of 1990, they must notify the company in writing of the need for accommodation within 182 days after the date they knew or reasonably should have known that an accommodation was needed by them to perform a job which they hold or seek.

Any written, signed, and dated notification submitted to the company should include the type of accommodation needed and be directed to the Director of Human Resources at the following address:

Enviro-Clean Services, Inc. 2457-112<sup>th</sup> Avenue Holland, MI 49424

# **Harassment Prohibition Policy**

#### **Purpose:**

The purpose of this policy is to state Enviro-Clean's commitment to maintain an environment that is free from intimidation, humiliation, or insult for all employees, independent contractors, and customers, as well as all members of the public who come in contact with Enviro-Clean. The intimidation, humiliation and insults prohibited by this policy include, without limitation, physical, verbal, or mental abuse or other annoying actions, whether based upon sex, race, religion, ethnicity, color, physical handicap or condition, age, national origin, martial status, or any other such personal characteristic.

### **Policy:**

Harassment on the basis of personal characteristics such as, but not limited to, sex, race, religion, ethnicity, color, physical handicap or condition, age, national origin, or marital status is an offense against Enviro-Clean in general, against the target or targets of the harassment in particular, and quite possibly against the law as well. "Harassment" means unwelcome verbal, physical, or mental conduct or communication when:

- 1. Submission to such conduct or communication by an individual is explicitly or implicitly made a term or condition of the individual obtaining or retaining employment or a contractual relationship with Enviro-Clean, or of the individual receiving services or information from Enviro-Clean;
- 2. Submission to or rejection of such conduct or communication by an individual is used as a factor in decisions affecting the individual's employment or contractual relationship with Enviro-Clean or the services or information the individual receives from Enviro-Clean: or
- 3. Such conduct or communication has the purpose or effect of substantially interfering with an individual's employment or of creating an intimidating, hostile or offensive environment for the individual working in or otherwise dealing with Enviro-Clean.

Whether certain behavior constitutes harassment prohibited under this policy may depend upon the facts and circumstances of each particular situation. By way of example and not limitation, the following actions or communications may constitute harassment under certain circumstances: unwelcome requests, demand or subtle pressure for inappropriate favors or preferential treatment; lewd comments or gestures; unwanted intentional physical contact; continued or repeated verbal abuse; degrading words used to describe an individual; graphic verbal comments about an individual; display of offensive objects, pictures, signs, buttons or other such items; or retaliation against an individual for refusing to grant inappropriate favors or preferential treatment or for reporting an incident of possible harassment.



Pursuant to all of the above, harassment by any Enviro-Clean employee or independent contractor on the basis of personal characteristics such as those described above is strictly prohibited, whether such harassment is directed against other employees, independent contractors or customers, or members of the general public who come into contact with Enviro-Clean.

It is Enviro-Clean's intent to deal with all reported complaints or incidents of harassment in a fair, impartial, and expeditious manner. All such complaints or incidents will be investigated on a case-by-case basis. In those instances where a violation of this policy is found, immediate action will be taken to remedy the situation and to prevent its recurrence.

Each Enviro-Clean employee and independent contractor is generally responsible to help eliminate all forms of harassment prohibited by this policy. Every supervisor employed by Enviro-Clean is specifically responsible to prevent harassment from occurring within the supervisor's work environment or area of responsibility. This policy applies not only to the workplace during normal business hours, but also to all work-related social functions, whether on or off the company's premises, and to business-related travel.

All Enviro-Clean employees who violate this policy will be subject to disciplinary procedures, up to and including discharge.

#### **Procedures:**

Any Enviro-Clean employee or independent contractor who believes he/she is the victim of prohibited harassment from another Enviro-Clean employee or independent contractor, or who observes another Enviro-Clean employee or independent contractor engaging in prohibited harassment of any other individual, is encouraged is encouraged to tell the offending person to stop the harassment immediately. Whether or not the offending person is told to stop the harassment, each Enviro-Clean employee or independent contractor who is the victim of or who observes another person's prohibited harassment shall report such harassment to Enviro-Clean as soon as reasonably possible. The reporting employee or independent contractor may report directly to Dan Koster, President, the Director of Human Resources, or any Enviro-Clean supervisor. Verbal reports will satisfy the reporting requirement and will be received for information; however, a written report must generally be filed before the Director of Human Resources conducts an actual investigation of any alleged harassment. Such an investigation would normally include the following:

- 1. Interviewing the complainant and reducing the complainant's statement to writing;
- 2. Interviewing all witnesses identified by the complainant and reducing their statements to writing;
- 3. Reviewing any documentary or other evidence submitted by the complainant;
- 4. Interviewing the alleged harasser and reducing the harasser's statement to writing;
- 5. Interviewing all witnesses identified by the alleged harasser and reducing their statements to writing;
- 6. Interviewing other potential witnesses who may have observed the conduct alleged or who may possess knowledge regarding the allegation under investigation and reducing their statements to writing;
- 7. Reviewing any documentary or other evidence submitted by the alleged harasser;
- 8. Interviewing all witnesses, including the complainant and the alleged harasser, of the desired confidentially of the investigation; and;
- 9. Completing a written determination of the validity of the complaint.

Notwithstanding any provision of this policy to the contrary, eligible individuals are not prohibited from making complaints through the Michigan Department of Civil Rights under the Elliott-Larsen Civil Rights Act or through the United States Equal Employment Opportunity Commission under the Civil Rights Act of 1964. Enviro-Clean employees and independent contractors are, however, encouraged to initially make their complaint to an appropriate individual within Enviro-Clean. In any event, no individual may be retaliated against for complaining about harassment, for opposing harassment, or for participating in an investigation of a harassment complaint, whether or not any violation of this policy or any actual harassment is actually found.

### **Resolving the Complaint:**

If, as a result of the investigation, Enviro-Clean determines that a violation of this policy has occurred, Enviro-Clean will take prompt and appropriate remedial action to eliminate the violation and to ensure that it does not recur.

Such remedial action may include:



- 1. Disciplinary action of any harasser employed by Enviro-Clean, up to and including termination of employment;
- 2. Restoration to an individual of any employment benefits or employment status or any other rights or benefits impaired as a result of the harassment or the exercise of the right to make a complaint of harassment, to oppose harassment, or to participate in an investigation under this policy;
- 3. Referral of any individual, including the harasser or the complainant or both, to counseling;
- 4. At the option of the complainant, and to the extent allowed by law, transfer or reassignment of the complainant;
- 5. Other appropriate measures to assure that any individual adversely affected by the filing of a complaint, participation in any complaint proceeding, or opposition to harassment is restored to the position held prior to the violation of this policy;
- 6. Removal of the effects of the violation in the workplace, such as removal of offensive graffiti or posters or similar objects of visual harassment, the elimination of offensive remarks, and/or the elimination of unwanted physical contact; and
- 7. Other appropriate measures to assure that this policy is enforced.

If, as a result, of the investigation, Enviro-Clean determines that no violation of this policy has occurred, Enviro-Clean should:

- 1. Inform the complainant and the alleged harasser of the results of its investigation and the reasons for its findings of no violation;
- 2. Advise the complainant and the alleged harasser that Enviro-Clean is committed to the enforcement of this policy and will not tolerate harassment or retaliation of any sort;
- 3. Notwithstanding the determination that no violation has occurred, advise all individuals that there will be no retaliation for making a complaint of harassment, opposing harassment, or participating in an investigation under this policy;
- 4. Advise the complainant to provide additional information relating to any violations in the future;
- 5. Take other appropriate measures to assure that this policy is enforced.

If, as a result of the investigation, Enviro-Clean determines that there is insufficient information from which to make a determination whether a violation of this policy has occurred, Enviro-Clean should:

- 1. Inform the complainant and the alleged harasser of its finding that no determination can be made;
- 2. Advise the complainant and the alleged harasser that Enviro-Clean is committed to the enforcement of this policy and will not tolerate harassment or retaliation of any sort;
- 3. Notwithstanding the determination that there is insufficient information from which to determine that a violation has occurred, advise all individuals that there will be no retaliation for making a complaint of harassment, opposing harassment, or participating in an investigation under this policy;
- 4. Advise the complainant to provide additional information relating to any violations in the future;
- 5. Take other appropriate measures to assure that this order is enforced.

### Maintaining Confidentiality:

Enviro-Clean recognizes the general interest in keeping these matters confidential.

To protect the interests of the involved people, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances.

Confidentiality and privacy are protected to the extent provided by the law, but persons from whom information is taken should be aware that the complainant and the alleged harasser may have access to some or all of the evidence under certain circumstances.

When statements are obtained from an individual, the individual shall be informed that confidentiality must be maintained and that publication by any person of the complaint, the facts or the identity of the involved parties or witnesses is prohibited, unless authorized by law.

The complainant, alleged harasser, and any witnesses shall be advised that retaliation against or intimidation of any person is prohibited and, if substantiated, may be separate basis for investigation and potential discipline.



### **Romantic Relationships Between Management and Staff:**

The company strongly discourages romantic or sexual relationships between a management or other supervisory employee and his or her staff member (an employee who reports directly or indirectly to that person), because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give rise to the perception by others that there is favoritism or bias in employment decisions affecting the staff employee. If there is such a relationship, the parties need to be aware that one or both may be moved to a different area or other actions, including termination, may result.

## Violence in the Workplace

Enviro-Clean believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported immediately to the employee's supervisor and/or to the Director of Human Resources. All complaints will be fully investigated.

The company will promptly respond to any incident or suggestion of violence. Violation of this policy will result in corrective action, up to and including immediate discharge.

# Attendance, Punctuality and Dependability

Because Enviro-Clean depends heavily on its employees, it is important that you attend work as scheduled. Dependability, attendance, punctuality, and commitment to do the job right are essential at all times. As such, you are expected at work on all scheduled workdays and during all scheduled work hours and to report to work on time.

Moreover you must notify Enviro-Clean's office as far in advance as possible if you expect to be late or absent. This policy applies to each day of your absence. Please refer to page 7 regarding specific required notification times when reporting an absence.

As a general rule of thumb, Enviro-Clean considers more than two unscheduled days off and/or tardiness per quarter (or a three-month period) to be excessive. However the company reserves the right to review individual circumstances prior to initiating corrective action.

A careful record of absenteeism and lateness is kept by the company and becomes part of the personnel record. To the extent permitted by law, absenteeism and lateness lessen an employee's chances for advancement and may result in discharge or lesser discipline.

An employee who fails to contact the office daily to report an absence may be considered as having voluntarily resigned.

## **Dress and Appearance**

Whether you are wearing street clothes or a well maintained uniform, you should always present a neat and clean appearance. When uniforms are not provided, you should wear respectable looking pants, a shirt with short or long sleeves, and full cut shoes. Only with customer and supervisor approval, will shorts (two inches above the knee and longer) be allowed. Sleeveless tops, short shorts, low cut shirts, sandals, rubber shoes (ie. Crocs), and any other dress, which does not conform to safe wear, are unacceptable. Good grooming and appropriate dress are basic for all of us working at Enviro-Clean.

Visible body tattoos and visible body piercing (including tongue piercing), with the exception of ear lobe piercing, must either be removed and/or covered while working in the customer's environment. The Human Resource Department shall maintain the sole discretion to determine what is acceptable; size, location, content, etc.

## Smoking

Smoking is permitted only at your assigned break/lunch time in an area designated for smoking by the customer. If the customer has a no smoking policy, you may smoke only in an area designated for smoking. If the account is a totally smoke-free environment, you may not smoke anywhere on the premises including in your vehicle.



## Work Areas

All work and storage areas must be maintained in a neat and orderly fashion. In addition, equipment should be cleaned and vacuums emptied daily. Please report soiled carpets, floors, and other areas needing attention to your area manager to ensure these areas are attended to promptly.

## **Telephone Requirements**

As a condition of employment, you must possess a working cellular phone or residence telephone to allow company contact with you regarding business matters. If your telephone service becomes disconnected and no new home telephone number is presented to the company, corrective action may result.

# **Cellular Phone Policy**

### **Personal Cellular Phones:**

Personal calls during the workday, regardless of the phone used, interfere with employee productivity and are distracting to others. Therefore you are expected to make or receive personal calls and/or text messages on non-work time and ensure that friends and family members are aware of your schedule and the company's policy. You are required to inform family and friends emergency situations are to be communicated to either your manager or the 24 hour answering service who will immediately communicate to the affected employee.

The company will not be liable for the loss of personal cellular phones brought into the workplace.

### **Personal Use of Company-Provided Cellular Phones:**

Where job or business needs demand immediate access to an employee, the company may issue a business cell phone to an employee for work-related communications. Such phones are to be used for business reasons only. Phone logs will be audited regularly to ensure no unauthorized use has occurred.

Employees in possession of company equipment, such as cellular phones, are expected to protect the equipment from loss, damage or theft. If you are unable to present the phone for return or inspection, you may be expected to bear the cost of a replacement.

### Safety Issues for Cellular Phone Use:

Employees whose job responsibilities include regular or occasional driving and who are issued a cell phone for business use are expected to understand that safety must come before all other concerns. Regardless of the circumstances, including slow or stopped traffic, company policy is that you utilize a hands free device or pull off to the side of the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is unavoidable and pulling over is not an option, you are expected to utilize a hands free device and to keep the call short, use hands-free options if available, refrain from complicated or emotional discussions, and keep your eyes on the road. Do not read or draft text messages, read and/or send e-mail correspondence, write and/or search for telephone numbers or dial the phone when driving. In addition, special care should be taken in situations where there is heavy traffic, inclement weather, or you are driving in an unfamiliar area. Under no circumstances are you allowed to place yourself at risk to fulfill business needs.

Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities from such actions.

Violations of this policy will be subject to corrective action, up to and including termination.

### **Special Responsibilities for Managerial Staff:**

As with any policy, management staff members are expected to serve as role models for proper compliance with the provisions above and are encouraged to regularly remind employees of their responsibilities in complying with this policy.



# **Electronic Information Systems Policy**

The electronic information systems provided by Enviro-Clean, including e-mail, voice mail, internet access, and online services, are the property of the company and are to be used primarily for business purposes. In addition, all computer mail messages are presumed to be public records and contain no right of privacy or confidentiality except as provided in state or federal statutes.

Furthermore:

- The company reserves the right to monitor the use of its electronic information systems. In general, employee-users should exercise the same restraint and caution in drafting and transmitting messages over the electronic mail as they would when writing a memorandum and should assume that their message will be saved and reviewed by someone other than the intended recipients.
- Any personal use of the systems is expected to be on the employee-user's own time and is not to interfere with the person's job responsibilities.
- Employee-users are prohibited from using electronic mail through Enviro-Clean systems for any other business or profit-making activities.
- Enviro-Clean's computer information systems may not be used in a way that would harm the working environment. If the employee-user finds that any damage occurred as a result of downloading software or files, the incident should be reported immediately to the President.
- Employee-users are prohibited from using the company's electronic mail for any unethical purposes, including but not limited to pornography, violence, gambling, racism, harassment, or any illegal activity. Employee-users are forbidden from using profanity or vulgarity when posting electronic mail.
- Disclosure of any confidential information through electronic mail or internet connection to any party not entitled to that information is prohibited.
- Use of the company's electronic information resources constitutes full understanding and acceptance of and consent to monitoring. Failure to comply with any part of this policy will result in corrective action, up to and including termination.

# **Corrective Disciplinary Action**

In any successful company, there is a need for certain rules to be followed by all employees. All employees are expected to conduct themselves with dignity and respect toward other team members, the company, and our customers, and in a manner consistent with safe and efficient operations. However when variances from expected work behavior and performance do occur, they must be properly and consistently resolved to constructively correct the total situation.

Certain types of conduct will lead to documented corrective counseling, up to and including termination of employment. Some examples include but are not limited to:

- 1. Failure to report to work and/or to call in prior to your shift with an explanation of your absence
- 2. Bringing controlled substances (i.e. drugs or alcohol) into the work place or onto company property, reporting to work under the influence, illegally using, selling or distributing, or any other improper involvement with the same
- 3. Insubordination
- 4. Misuse or destruction of equipment, building facilities and other company/customer property
- 5. Fighting, scuffling, provoking or instigating the same, or threatening, intimidating, harassing or coercing any other person(s)
- 6. Horseplay, carelessness, or any actions that may endanger others
- 7. Possession or use of weapons
- 8. Dishonesty or theft of any kind
- 9. Sleeping, loafing, or wasting company time
- 10. Falsifying Tele Team timekeeping records or any other time records, clocking in and out from anywhere other than the job site, giving false information to anyone maintaining timekeeping records, using or misusing the records of any other employees, or failing to disclose material information
- 11. Any immoral, unethical, or indecent conduct
- 12. Leaving the assigned work area or job site during your shift without the permission of your area manager or supervisor
- 13. Gambling on company time or at the job site.



- 14. Any breach of confidentiality of a company or customer matter
- 15. Chronic absenteeism, lateness or leaving early, including failure to call in properly
- 16. Violation of safety or security rules and practices
- 17. Use of obscene or abusive language
- 18. Failure to be at your job site or work area and ready to work at the start of the shift and after lunch and break periods; taking breaks in unauthorized locations.
- 19. Unauthorized use of telephones, computers, or other company/customer property
- 20. Careless, sloppy or substandard work or failure to work efficiently
- 21. Failure to report all accidents or injuries
- 22. Allowing unauthorized persons on the job site
- 23. Failure to comply with traffic laws when driving on company business
- 24. Violation of any provision in or requirement of this Handbook

Although the above indicates some examples of unacceptable behavior that will be addressed under the corrective disciplinary action process, the company reserves the right to terminate any employee at any time, with or without cause, and with or without notice.

# **Safety and Security Policies**

### Safety

Safety—yours, your coworkers' as well as our customers'—is the first priority in our work. While quality service is always our goal, that goal never replaces safety as our number one concern. It is Enviro-Clean's responsibility to provide a safe clean environment for you and our customers.

Although the ultimate responsibility for the safety program lies with the managers and supervisors, the program cannot succeed without the cooperation of all our employees. Everyone must be one hundred percent safety conscious in everything he or she does while on the job. We are confident that with a sincere and concentrated effort from everyone, our safety goals can be achieved.

The following policies will help us do our job safely while ensuring a safe work environment:

*Safety Policy #1—Report all accidents* involving injury or damage to your supervisor immediately. As Enviro-Clean has a 24-hour answering service, there is never an acceptable reason for not calling the office when the accident occurs. If there is no answer, try again.

*Safety Policy #2*—If in doubt about the heaviness of the trash, *do not lift* it. You are to fill trash bags only as full as you are able to lift with no strain. If you are unable to lift the trash, have a coworker help you or contact your supervisor.

*Safety Policy #3—Turn your large trash container on its side* when removing the trash bag. This allows air to get under the bag and eliminates the vacuum created by trying to pull out the bag. It is also much easier on your back to pull sideways than to try to lift straight up.

*Safety Policy #4—Rubber gloves and safety glasses* must be worn while cleaning restrooms, showers, locker rooms and at other times as directed by your supervisor. Some jobs and procedures may require additional safety gear or equipment. Always check with your supervisor before attempting a new procedure.

Safety Policy #5—Wet floor signs are to be used where there is risk of slippage to our employees or client's employees.

*Safety Policy #6—Minimal dress* shall be long slacks, shirts with short sleeves and full cut shoes. Shorts two (2) inches above the knee or longer will be acceptable in extremely hot buildings at your supervisor's discretion. Tank tops, short shorts, slippers, high heel shoes, or any other dress that does not conform to safe wear will be unacceptable.



*Safety Policy #7*—Possession, use, or being influenced by *intoxicating substances or drugs* on the job is prohibited. Please refer to the *Substance Abuse Policy* on page 31.

*Safety Policy #8*—You are to *stay in your assigned area* and are not to open any doors or go into areas you have not been assigned to maintain.

*Safety Policy #9—Keep your work area and cleaning closet clean.* Vacuums, trash containers, and related equipment are to be kept along the walls with their handles pointed toward the wall.

*Safety Policy #10—Familiarize yourself* with the location and operation of:

- Emergency exits
- Fire alarms
- Fire extinguishers
- Telephones to report emergencies

Safety Policy #11—Never ride an elevator if you are alone in a building or ride in an elevator with all the staff in that building. In case of a malfunction, power interruption or fire, the last place you wish to be is trapped in an elevator. If you do ride the elevator, be sure you co-workers know you are in the elevator and that you leave together, thus assuring both are leaving safely.

Safety Policy #12—Report any unsafe conditions to your supervisor immediately.

*Safety Policy #13—Participate in the company's Safety BINGO daily* by listening to the messages on maintaining a safe work environment.

## Lifting

In addition to practicing the guidelines outlined in the booklet, *A Better Way to a Better Back*, follow these steps for safe lifting:

- Put one foot along side the object and one foot behind.
- With your back straight and vertical, stoop to pick up the object.
- Get a firm grip on the object with both hands.
- Draw the object close to your body and slowly stand up using your legs to lift the object.

Other lifting/safety precautions to prevent back strains and other injuries include:

- When lifting, do not bend over the object to be lifted. Use both hands and use your knees to lift.
- Fill your trash container only to the point where you are able to remove that bag easily from the brute container and are able to lift it to the dumpster.
- Tip the brute container on its side to remove a full bag of trash. This eliminates the vacuum created by removing the bag when the container is upright. There should be a hole in the side of the container to allow air to enter the bottom of it.
- Lift trash bags with both hands into the garbage dumpsters to dispose of them. Do not swing them over your shoulder.
- If in doubt regarding the weight of an object, do not lift it. When you encounter heavy trash, for instance, have a coworker help you or contact your area manager.
- Use the extendable dusters to reach higher areas. Do not stand on chairs, stools or desks to clean.
- Refrain from walking on wet or freshly waxed floors. Wet floors can be extremely slippery if you are not wearing proper shoes. Use wet floor signs to deter others from walking on the area.

# Material Safety Data Sheets (M.S.D.S.)

Enviro-Clean maintains Material Safety Data Sheets (MSDS) for all chemicals you may be asked to use. These MSDS are kept in the Enviro-Clean's Holland, Grand Rapids, and Allegan offices. The MSDS identify the chemical and provide other information relating to personal protection, health data and spill/exposure procedures. Under the Michigan Right to Know Law, these sheets are available for you to review at any time. Simply request copies from your area manager or from Enviro-Clean's Holland, Grand Rapids, or Allegan offices.



All cleaning products used from containers, other than the original container, must be properly labeled. This includes all spray bottles. If a bottle is not labeled, do not use the product; rather notify your area manager immediately.

# **Commonly Used Chemicals**

Enviro-Clean uses some of the best products on the market to clean our customers' buildings. Although this list is subject to change, here are examples of Enviro-Clean's cleaning products and their uses:

- Glisten or Look Glass and Surface Cleaner—To clean glass, mirrors, non-wood surfaces, and light spot cleaning of walls, doors and partitions. Not to be used on finished wood surfaces. No mixing of products required.
- **Speedball 2000**—To be used as an all-purpose cleaner in cleaning general grime and fingerprints that glass cleaner will not remove. DO NOT USE ON WOOD SURFACES. ALWAYS TEST A SMALL AREA FIRST AS THIS PRODUCT CAN MAR PAINTED SURFACES. It is best to spray your rag and then use the dampened rag to remove grime. No mixing of product required.
- **Raindance Floor Cleaner**—For general floor mopping. Loosen cap, squeeze container to fill one ounce at top of bottle. This will be enough for one full mop pail of water. If you do not fill your bucket, use proportionately less.
- **Damp Mop DMQ**—A disinfectant used to mop hard surface floors. Diluted at two ounces per gallon of water.
- **Dimension II Disinfectant Floor Mopping Soap**—Another disinfectant used to mop hard surface floors. Diluted at one-half ounce per gallon of water.
- Bath Mate or Tracer Non-Acid Disinfectant and Restroom Cleaner—Also dispensed in a spray bottle and used to clean sinks, fixtures and as a spot cleaner in rest rooms. Not to be used on finished wood surfaces.
- **Prozone Stainless Steel Cleaner**—To be sprayed on a rag to apply an oily substance to stainless steel that has already been cleaned.
- **Stretch-N-Dust**—To be used only to remove dust from desks and horizontal surfaces. When the cloth seems ineffective, hold each end and stretch it, thus releasing more oils. NOT TO USE WITH ANY CLEANERS. This will leave a bad film on the surface.
- **Comet**—To clean sinks when Bathmate or Tracer will not remove spots or film. Also use to scour drinking fountains when water spots and coffee stains will not come out.

# **Equipment Maintenance**

- 1. Vacuum cleaners should be checked daily to ensure bags are attached securely and cords are without bare spots. All electrically powered equipment must have all three prongs on the plug.
- 2. Scrubbers and wet vacuums must have all three prongs on the plug and the cord must have no bare spots. If you feel any tingle from electrical current passing through the scrubber, immediately stop and contact your supervisor.
- 3. Clean all equipment at the end of your shift. Empty vacuum cleaners nightly.
- 4. Report changes in the way your equipment sounds to your supervisor.

# **Reporting Work-Related Injuries**

Accurate records of all work-related injuries or illnesses must be kept. Therefore, if you are injured regardless of how minor it may be, report it **immediately** to your supervisor or area manager. He or she will proceed according to company protocol by investigating the incident, completing an injury/illness report, providing minor first aid treatment, and/or seeking approval for and referral to a company medical provider, if warranted.

The company reserves the right to refer you to one of its designated occupational health care providers for initial evaluation and treatment. Therefore should you seek medical treatment without the prior consent of and referral from your area manager, you will be responsible for the medical expenses.



## Emergency

In the event of an emergency, call the 24-hour answering service immediately. If there is no answer, try again. If you are experiencing a life-threatening emergency at your work site, call 911 to report it to the police.

## **Occupational Injury Management Program**

In this handbook are outlined safety policies and procedures that will help prevent you from being injured while employed by Enviro-Clean. However the company has designed this Occupational Injury Management Program to ensure employees with work related injuries will be able to return to work as soon as is safely possible. Most injuries experienced by team members involve minor strains that will be aggravated by twisting motions, lifting and/or stooping.

In order to facilitate this return-to-work process, light duty or alternate jobs have been designated and may be assigned to these employees. Of course this will be solely at the discretion of Enviro-Clean, considering: the availability of the light duty or alternate jobs; the work restrictions and skills of the employees in question; and such other factors as the company deems relevant.

Alternative jobs include:

- Rest room cleaning
- Dusting of desks, files and partition tops
- Spot cleaning walls, doors and jams
- Glass cleaning of doors
- Dust mopping floors
- Clerical/office tasks

Jobs to avoid include:

- Mopping floors
- Vacuuming carpeting
- Emptying trash
- Stooping

The Director of Human Resources, in cooperation with Operations, will be responsible to assure compliance with our goal of getting employees back to work as soon as safely possible. To further this goal, the Director of Human Resources will keep in touch with the injured employee on a regular basis and will be in contact with the attending physician as often as is appropriate. Employees will be notified of the availability of the light duty assignment, if such assignments are available when it is determined that they may safely return to work. In addition, our insurance provider will be informed of the work offer.

# **Substance Abuse Policy**

#### **Policy:**

Enviro-Clean will utilize every reasonable measure to maintain a drug and alcohol free work environment for its employees, clients, business invitees, and the general public. The use, possession, manufacture, sales, or distribution of illegal drugs, drug paraphernalia, or alcohol, or the improper or abusive use, manufacture, or sale of legal drugs or other controlled substances during work hours is strictly prohibited. Reporting to work or attempting to work while under the influence of alcohol or other intoxicating substances is also prohibited.

The above provision applies to employees when they are traveling to and from the company or client and while on company or client premises.

### Violations:

All employees must abide by this policy as a condition of their employment. Employees who have traceable amounts of alcohol (.020 or higher) or illicit drugs in their systems when they report to work or during working time are in violation, regardless of when or where the substance entered the employee's system.



Any employee found in violation of the policy is subject to removal from work site premises and disciplinary action including immediate discharge. An employee found working in an unsafe and/or careless manner, but who receives a negative drug screening, also is subject to removal from the work site and disciplinary action, up to and including immediate discharge.

### **Definition of Company and Client Property:**

The phrase *company and client property* as used in this policy includes, but is not limited to, offices, parking lots, all work locations, desks, lockers, restrooms, break rooms, janitor closets, and any vehicle engaged in company operations (including the employee's own vehicle when the employee is driving to or from work, or when the employee is at work).

### **Illegal Drugs:**

For the purpose of this policy, illegal drugs include but are not limited to narcotics, hallucinogens, depressants, stimulants, look-alike drugs, or other mind-altering substances that can affect or hamper the senses, emotions, reflexes, judgment or other physical or mental activities, and controlled medication not prescribed to the employee in question for current personal treatment by a licensed physician in a medical setting to address a specific physical, emotional, or mental condition.

### **Prescription Drugs:**

Employees may maintain at the work site certain prescription drugs and over-the-counter medications, provided that (a) such drugs and medications have been prescribed by a doctor within the past twelve months for the person who is in possession of them, and (b) they are maintained in their original container.

### **Enforcement:**

The company emphasizes its right to take steps to ensure this important policy is being followed. These steps include the following:

- 1. Searches of employees on company and work-related premises, including all personal effects and vehicles of such persons.
- 2. Urine drug-screening tests and other investigative examinations of employees, using pre/post employment, reasonable cause, post accident, or unannounced random testing.

Consent to searches, tests or other examinations are a condition of employment for all personnel employed by Enviro-Clean.

### **Refusal to Comply with a Search, Test, or Investigation:**

Applicants/New Employees—As a condition of employment, any applicant or new employee who refuses to comply with a required pre/post employment drug screening test within twenty-four hours from receipt of the Company's written request, or produces a positive drug test, will be subject to (a) not being hired by Enviro-Clean, or (b) removal from the work site and immediate discharge.

Current Employees—Any employee who refuses to comply with a search or test or otherwise cooperate with an investigation as described in this policy will be subject to removal from the work site and disciplinary action, including discharge. Such cooperation is a condition of employment.

Unsuitable Specimens—Should any employee provide a specimen unsuitable for testing or an adulterated sample, this action also will be viewed as a *refusal to comply* and thus make the employee subject to removal from the work site and disciplinary action, including discharge.

### **Post Accident/Injury Drug Tests:**

The company reserves the right to require drug screening tests and re-tests following a work-related accident, injury, or illness. Any employee found working in an unsafe and careless manner resulting in a work-related accident and/or injury will be subject to disciplinary action, even when the post accident drug test result is negative.

Should a positive drug test occur, the company may deny any workers' compensation remuneration and the employee will be subject to paying any damages caused by his/her actions. Furthermore the employee will be subject to disciplinary action, up to and including discharge.



### **Administration of Policy:**

The Director of Human Resources will be responsible for coordinating the enforcement of this policy. All questions about enforcement should be directed to that office. Whenever an employee is believed to be in violation of this policy, the situation shall be reported immediately to the Director of Human Resources.

The employee will be subject to the appropriate action. If the employee is found to be in violation of this policy, he/she will be subject to disciplinary action, up to and including discharge, as described in the preceding sections.

## **Driving Company Vehicles (Fleet Requirements)**

Enviro-Clean expects all employees who drive during the course of company business to obey all traffic laws and drive defensively to ensure their safety on the roads. Company vehicles are to be used for work-related business only.

It is legally required that every driver and passenger wear a seatbelt. Therefore should a team member be found not wearing a seatbelt while driving or riding in a company or personal vehicle during the course of business, the employee will be subject to disciplinary action, up to and including discharge, but at least including suspension without pay for two days.

You must notify the company of all traffic tickets, infractions, court decisions, loss of driving privileges or any other occurrence that may affect your ability to legally drive Enviro-Clean vehicles, including restriction of driving privileges. Driving an Enviro-Clean or personal vehicle during the course of company business with no operator's license, suspended license, or not notifying Enviro-Clean of pertinent information regarding the ability to legally or safely drive Enviro-Clean vehicles, will result in disciplinary action including but not limited to termination.

All accidents, while driving Enviro-Clean vehicles or traveling in your vehicle during Enviro-Clean business, must be reported immediately to your supervisor. If your supervisor is unavailable, you must reach a higher level of management. Failure to contact your supervisor will be grounds for corrective action including possible discharge.

Any employee who drives company vehicles and is suspected of being under the influence of drugs or alcohol may be asked by the company to submit to drug or alcohol screening. Positive testing of drug or alcohol use or abuse or refusal to submit to testing will be grounds for corrective action, up to and including discharge. Should the test prove negative, the employee will be returned to work without discipline or loss of pay, provided the employee has not engaged in any other form of misconduct.

## Security

Security is a very high priority at Enviro-Clean. Our customers trust us with their property and equipment. If we betray that trust, we will no longer be allowed to service them. Enviro-Clean has always maintained an excellent reputation for keeping buildings secure and hiring trustworthy employees.

Following the security policies below will not only eliminate theft, but also the appearance of dishonesty:

Security Policy #1—Desk and cabinet drawers are not to be opened or papers touched. Even papers are not to be moved to dust under them. Should you find any documents on the floor, save them—unless the customer has left written instruction indicating otherwise.

Security Policy #2—Nothing belonging to the customer is to be removed from the job site without the permission of your supervisor. This includes, but is not limited to, items in the trash, supplies, trashcans, equipment, magazines, newspapers, food, candy, or coffee.

Security Policy #3—If, for any reason, you need to *leave the job site during your shift*, you must notify and have the *permission of your supervisor*.

Security Policy #4—Unauthorized persons, including friends, children, spouses, and relatives are not allowed on the job site.

Security Policy #5—Telephones, radios, televisions, computers, fax machines, and any other customer equipment are not to be used. Do not touch thermostats or use coffee makers. In a true emergency, you may use the telephone



to contact your supervisor, the police or an ambulance. Otherwise you may use a designated customer telephone only to call in and out of your work site(s).

Security Policy #6—If you find something broken or break something, you must report it to your supervisor immediately. Enviro-Clean will pay for any accidental breakage. Unreported breakage or damage is considered a very serious breach of security and shows a disregard for our relationship with the client.

Security Policy #7—Wear your picture identification badge and any issued company apron or shirt at all times while on the job unless you specifically are directed not to wear them by your supervisor. When you leave the job site, leave the badge in the closet unless you clean at more than one job site. In that case, take the badge with you.

*Security Policy #8*—Be careful to *secure the keys and/or access card* for the building(s) in which you clean. The cost to re-key some locations can exceed \$1000.

Security Policy #9—Upon completion of your shift, check all doors and windows to make sure they are locked as instructed. For your own security, you should lock all specified doors and windows as early in your shift as possible.

*Security Policy #10—Never let anyone into the building* who does not have keys or an access card. If the person has no keys or access card, you are to assume that he or she is not allowed in the building after hours.

Security Policy #11—Leave large amounts of cash or valuable items at home.

Security Policy #12—Be alert to any suspicious activity around you. Report all suspicious activity to your supervisor immediately or in a true emergency, call 911 to contact the police.

# **Insurance and Time Off Benefits**

## **General Description of Plans**

The company has established employee benefit programs designed to assist you and your eligible dependents in meeting the financial burdens that can result from illness and disability and to help you plan for retirement. This portion of the handbook contains a very general description of the benefits to which you may be entitled as an employee of Enviro-Clean. Please understand this general explanation is not intended to, and does not, provide you with all the details of these benefits. Therefore this handbook does not change or otherwise interpret the terms of the official plan documents.

Nothing contained in the benefit plans described herein, or in this Handbook, shall be held or construed to create a promise of employment or future benefits, or a binding contract between the company and its employees for benefits or for any other purpose. All employees shall remain subject to discharge or discipline to the same extent as if these plans had not been put into effect.

## **Health Insurance**

Health insurance is provided for regular full-time employees who are classified as:

- Administrative/office staff
- Area and assistant area managers
- Building supervisors
- Special services crew
- Support staff
- General cleaners who work in an account where the client pays a portion of the costs (Note: Insurance availability for general cleaners is limited and determined by the account in which he or she is assigned.)

In addition to being employed in one of the above classifications, you must meet the following eligibility criteria:

- Be scheduled to work at least 38 hours per week
- Be continuously employed by Enviro-Clean in an eligible classification for 90 consecutive calendar days



• Have worked and continue to work an average of 38 hours per week in an eligible classification

### **Effective Date of Coverage:**

Coverage becomes effective on the 91st day of continuous full time employment for employees classified in an eligible classification/account. *Rev.* 01/01/2014

### Premium:

If you elect coverage, the company will pay at least a portion of the single subscriber rate. You will be responsible for the remaining portion of the premium costs, which will be deducted from your paycheck twice monthly, per the completed deduction authorization.

### **Eligible Dependents:**

You may enroll your eligible dependents for coverage. A dependent who has been in a hospital or institution is eligible for coverage when he or she is no longer confined to a hospital or institution. A newborn, who is a dependent, is covered from the time of birth.

Eligible dependents include:

- Your spouse
- Unmarried children, under age 19, who are not employed full-time, and are dependent on you for support
- Children from age 19 until their 25<sup>th</sup> birthday, who are full-time students (enrolled in at least 12 credit hours) at accredited schools of higher education
- Children who are physically handicapped or mentally retarded—and are unmarried, not employed full-time and dependents on you—may have coverage continued after their 19<sup>th</sup> birthday

To be covered, children must be living in your home in a parent-child relationship, except for temporary periods of absence.

#### **Enrollment:**

To join the Plan, you need to complete an enrollment form and deduction authorization. An informational and enrollment packet will be sent to you by the Human Resources Department in the month prior to your initial eligibility date. If you do not enroll by your eligibility date, you may not be able to participate in the Plan until the next annual open enrollment period on January 1, unless your health care coverage needs are affected by a change in family status.

### **Changing Your Annual Enrollment Decision:**

According to IRS rules, the change in family status provision covers many of the reasons you might need to change your coverage. If you have a new dependent as a result of marriage, birth, adoption, or placement for adoption, you may be able to enroll yourself and your dependents, provided that you complete enrollment within 31 calendar days after the event. You can also change your coverage if you lose a dependent through marriage, divorce, birth, adoption, or death, or if your health care coverage changes as the result of a reduction or termination of your spouse's employment.

If you need to change your coverage, contact the Human Resources Department to complete the necessary paperwork within 31 calendar days from the family status change date.

### **Termination of Coverage:**

Your group coverage terminates the date your employment ends for any reason, including a lay off, or when you are approved for a general leave of absence. However under most situations, you will be eligible to continue your coverage through COBRA law for a specified period of time at your own cost.

### **Voluntary Life Insurance**

The company offers a voluntary life insurance plan for employee coverage only and at your expense through payroll deductions twice monthly. The benefit and premium amounts are based on your age and smoking status at the time of enrollment. In addition, your application will be subject to approval by the insurance carrier.



### **Eligibility:**

Regular full-time employees who continuously work at least 38 hours per week are eligible to participate in the plan the first of the month following 30 calendar days of employment. Should you elect not to participate on your eligibility date, you may enroll at one of the semi-annual open enrollments with coverage effective dates of January 1<sup>st</sup> and July 1<sup>st</sup>.

### **Termination of Coverage:**

Your group coverage terminates the date your employment ends for any reason, including a lay off, or when you are approved for a general leave of absence. However under most situations, you will be eligible to continue your coverage through direct premium payments to the insurance carrier.

## **Voluntary Dental Insurance**

The company offers a voluntary dental insurance plan for eligible employees and their dependents. The benefit copayment and deductible amounts are considered by service type and length of time within the plan. Should you choose to participate, premiums will be deducted from your paycheck two times per month.

### **Eligibility:**

Regular full-time employees who continuously work at least 38 hours per week are eligible for coverage the first of the month following 30 days of employment. Should you elect not to participate on your eligibility date, you may enroll at the open enrollment period.

### **Termination of Coverage:**

Your group coverage terminates the date your employment ends for any reason, including a lay off, or when you are approved for a general leave of absence. However under most situations, you will be eligible to continue your coverage through direct premium payments to the insurance carrier.

# Flexible Spending Account (F.S.A.)

The company's Flexible Spending Account (FSA) is a way of allowing you to pay for some typical health care expenses with tax-free money. It's like a special checking account whereby you put money in each pay period, and when you have eligible expenses, you are paid back from your account. The key advantage is that money you put in and take out is not taxed. This means you can save the equivalent of your tax bracket on some typical non-covered or uninsured medical expenses, which include, but are not limited to:

- Health and dental insurance premiums (but excludes life insurance premiums)
- Deductibles and copayments
- Medical, dental, and orthodontia expenses not covered by any health plan
- Prescription drugs
- Hearing examinations and hearing aids
- Eye examinations, lenses (including contacts), and frames

### **Eligibility:**

You are eligible to participate after the first of the month following 90 days of continuous full-time employment. Simply request a Flexible Spending Account Form from the Human Resources Department for completion. The amount you decide to have deducted from your paycheck will be deducted twice monthly for the entire year. You can only raise, lower or terminate this deduction on January 1<sup>st</sup> of a following year, unless you experience a qualified change in family status.

### **Reimbursement of Expenses:**

The FSA is governed by IRS rules. Our determination what is and what is not an eligible expense will be based on IRS rules applicable at the time your claim is processed. For other than health and dental insurance premiums, you will be required to complete a disbursement form and submit proof of your itemized expenses for reimbursement to the Payroll Department. Also according to IRS rules, any money left in your account that is not used for expenses incurred by the end of the plan year must be forfeited. This is called the "use it or lose it" rule, and it is the IRS's



way of making sure you use the FSA as it was intended. As you consider the amount to put in your FSA *that is above your insurance premium amount*, keep this "use it or lose it" rule in mind.

## **401(K) RETIREMENT PLAN**

Enviro-Clean's 401(k) Plan allows eligible participants to build retirement savings by contributing up to fifteen percent of their gross earnings each pay period.

The major financial advantage of participating in a 401(k) plan is your contributions, which are automatically deducted from your paycheck, and their earnings, will grow tax deferred until you withdraw money from the plan. Therefore you will have lower taxable income for the years in which the deductions are made and will pay less in income taxes.

Here are just a few of the company's 401(k) retirement plan features through American United Life (AUL) Retirement Services:

- Name Brand Investment Options—including Fidelity, Janus, American Century, INVESCO, Vanguard, and AUL. Plus there are no front or back load charges.
- Ten Investment Options—from lower to higher risk investments with money market and mutual funds.
- Toll-Free Number and Internet Access—for questions about the plan and to change investment options.
- Quarterly Account Statements—provided by AUL.

### **Eligibility and Enrollment:**

To participate in the company's 401(k) plan, completion of at least 1,000 hours of service in your anniversary year is required. You then would become eligible on the next semi-annual open enrollment date of either January or July 1, whichever occurs first.

*EXAMPLE:* Sarah was hired on April 8, 2001. As of her anniversary date on April 12, 2002, she had worked 1,450 hours, making her eligible for the 401(k) plan on July 1, 2002, the next open enrollment date.

The Human Resources Department will notify you once you become eligible and require completion of the necessary enrollment forms at a scheduled informational session. More details regarding the 401(k) plan are outlined in the Summary Plan Description (SPD), which will be distributed to you at that time also.

## **Holiday Pay**

Enviro-Clean pays holiday pay for the following six legal holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

### **Eligibility and Effective Date:**

To be paid for these days, you must:

- 1. Have been continuously employed by Enviro-Clean for 90 calendar days prior;
- 2. Have been scheduled to work that day;
- 3. Be scheduled to work at least 20 hours per week and have averaged at least 20 hours per week for the preceding 90 calendar days; and
- 4. Work your scheduled day **before and after** the holiday. If your area manager has approved vacation time continuous with a holiday, you will be paid the holiday pay *unless you do not work one or both of the scheduled days before and after the approved days off.*

### **Other Holiday Pay Information:**

The hours paid will be equal to the scheduled hours you normally would have worked that day.



In many cases, if the holiday falls on a Saturday, Friday will be observed and paid as the holiday. Should it fall on a Sunday, typically Monday will be observed and paid as the holiday. However this may vary based on the account and the customer's holiday schedule.

When our customers continue operations on the designated holiday, employees assigned to those accounts typically are scheduled to work also. Eligible employees will receive holiday pay plus additional pay for hours worked on the holiday.

## Vacation Pay Rev. 10/01/14

Eligibility and Effective Date:

- Be scheduled to work at least 38 hours per week
- Must complete one full anniversary year with Enviro-Clean.

For those in the *general cleaner* job classification, the vacation pay will be paid in full on the first paycheck following your completed anniversary year(s) as follows:

Completed Years	Vacation Weeks
1-2	1
3 or more	2

For those team members in the *support staff, special services crew, assistant area manager, supervisory or administrative office* job classifications, any earned vacation benefit will be paid in the pay period in which it is taken. The following vacation pay schedule applies:

Completed Years	Vacation Weeks
1	1
2-6	2
7 or more	3

### **Other Vacation Information:**

- Vacation pay equals the average hours worked per week during the previous year.
- Vacation pay does not accrue during the year; it is a benefit for completing a year of service. If your employment is terminated, for any reason, before completing your anniversary year, no vacation benefits will be paid to you.
- Scheduled Hours Change:
  - Should an employee move from part time to full time (defined as a minimum of 38 hours scheduled per week), the effective date of change for vacation eligibility will be the date of the employment status change to full time status.
  - $\circ$  Should an employee move from full time to part time after 10/01/2014, the employee will no longer be eligible for vacation benefits and vacation benefits will not be paid. This includes employees who were previously eligible under the *Grandfather Clause*.
  - <u>Grandfather Clause</u>: Any employee hired and actively working prior to 10/01/2014 will continue to be eligible for a paid vacation benefit, this includes employees who are not scheduled for a minimum of 38 hours per week.
- Because the company wants you to take a vacation each year, earned vacation days must be used during the anniversary year in which they are paid. *Time off must be requested as far in advance as possible and is subject to approval by your area manager.* Enviro-Clean reserves the right to reject vacation requests because of staffing shortages and other reasonable considerations.
- At termination, any earned and accrued vacation benefits not used will be paid to employees who are in the *support staff, special services crew, area assistant manager, supervisory, or administrative office* classifications and who do not receive earned vacation pay in full at their completed anniversary.



## Personal Time Off (P.T.O.) Rev. 04/12 (replaced "Sick" policy)

Enviro-Clean will pay personal time off for \*eligible job classifications. The Personal Time Off benefit is to be used to cover wage loss for special circumstances that are unexpected or unforeseeable. The three most typical circumstances include sick, jury duty, and bereavement leave.

### **Eligibility and Effective Date:**

To be eligible, you must:

- Have been continuously employed by Enviro-Clean for 90 calendar days prior; and
- Be scheduled to work at least 20 hours per week; and
- Employed in an eligible job classification

#### \*Eligible Job Classifications

- Management; Executive Staff, Area Manager, Contract Manager,
- Administrative office staff
- Assistant area manager
- Supervisor
- Special services crew
- Support staff

After completing 90 consecutive calendar days of employment in an eligible job classification, you will receive Personal Time Off hours consistent with the number of hours scheduled. Should you change to an eligible classification during the year (e.g., from a general cleaner to support staff), the number of personal time off hours granted will be prorated for that remaining anniversary year.

Schedule of Benefits Management; Executive Staff, Area Manager, Contr		Available Hours 48
Full Time Administrative Office staff, Assistant area Manager, Supervisor, Special Services Crew, Support Staff		32
Part Time Schedule:	30 Hours Scheduled per wer 25 Hours Scheduled per wer 20 Hours Scheduled per wer	ek 20

*Full Time defined as scheduled for a minimum of 40 hours per week* 

Any earned and accrued but unused personal time off hours will be converted to taxable income at your anniversary date and paid in your following paycheck.

At termination, any earned and accrued annual personal time off hours not used will be paid out as taxable income.

## Bereavement

With proper substantiation, you will be granted up to three days of *unpaid* time off at the time of death of an immediate family member (your parent, spouse, child, brother, sister, mother-in-law, or father-in-law).

In the event of a death of your close friend or relative who is not an immediate family member as defined above, unpaid time off may be granted to attend the funeral services. Whenever possible, your request for time off needs to be approved by your supervisor in advance of the bereavement.

Any earned and accrued but unused vacation or sick days may be used during your approved time off.



# Family and Medical Leave Act

The following is information compiled by the Wage and Hour Division of the United States Department of Labor concerning the Family and Medical Leave Act (FMLA). The U.S. Department of Labor's Employment Standards Administration, Wage and Hour Division, administers and enforces the FMLA for all private, state and local government employees, and some federal employees.

FMLA entitles eligible employees to take up to twelve (12) weeks of unpaid, job-protected leave in a twelve (12) month period for specified family and medical reasons. Enviro-Clean has elected to use a twelve (12) month period prior to or after the commencement of leave as the twelve (12) month period.

The law contains provisions on: employee eligibility for the law's benefits; entitlement to leave, maintenance of health benefits during leave, and job restoration after leave; notice and certification of the need for FMLA leave; and protection for employees who request or take FMLA leave. The law also requires employees to keep certain records.

### **Employee Eligibility:**

To be eligible for FMLA benefits, an employee must:

- 1. Have worked for Enviro-Clean for a total of twelve consecutive (12) months;
- 2. Have worked at least 1,250 hours over the previous (12) twelve months and;
- 3. Work at a United States location where at least fifty (50) employees are employed by the company within seventy-five (75) miles.

### Leave Entitlement:

Enviro-Clean will an eligible employee up to a total of twelve (12) work weeks of unpaid leave during any twelve (12) month period for one or more of the following reasons:

- 1. For the birth and care of the newborn child of the employee;
- 2. For placement with the employee of a son or daughter for adoption or foster care;
- 3. To care for an immediate family member (spouse, child, or parent) with a serious health condition; or
- 4. To take medical leave when the employee is unable to work because of a serious health condition.

Spouses employed by the same employer are jointly entitled to a combined total of twelve (12) work weeks of family leave for the birth and care of a newborn child, for placement of a child for adoption or foster care, and to care for a parent who has a serious health condition.

Leave for birth and care, or placement for adoption or foster care must conclude within twelve (12) months of the birth or placement.

Under some circumstances, employees may take FMLA leave intermittently, which means taking leave in blocks of time, or by reducing their normal weekly or daily work schedule.

- If FMLA leave is for birth and care or placement for adoption or foster care, use of intermittent leave is subject to the employer's approval.
- FMLA leave may be taken intermittently whenever medically necessary to care for a seriously ill family member, or because the employee is seriously ill and unable to work.

All accrued paid leave (such as sick and vacation days) will be paid to the employee to cover some or all of the FMLA leave. The employee's use of this paid leave counts as FMLA leave also.

"Serious health condition" means an illness, injury, impairment, or physical or mental condition that involves either:

- 1. Any period of incapacity or treatment connected with inpatient care (i.e., an overnight stay) in a hospital, hospice, or residential medical-care facility, and any period of incapacity or subsequent treatment in connection with such inpatient care; or
- 2. Continuing treatment by a health care provider which includes any period of incapacity (i.e., inability to work, attend school or perform other regular daily activities) due to:



- a. A health condition (including treatment therefore, or recovery there from) lasting more than three (3) consecutive days, and any subsequent treatment or period of incapacity relating to the same condition, that also includes:
  - i. Treatment two (2) or more times by or under the supervision of a health care provider; or
  - ii. One (1) treatment by a health care provider with a continuing regimen of treatment; or
- b. Pregnancy or prenatal care. A visit to the health care provider is not necessary for each absence; or
- c. A chronic serious health condition which continues over an extended period of time requiring periodic visits to a health care provider, and may involve occasional episodes of incapacity (e.g., asthma, diabetes). A visit to a heath care provider is not necessary for each absence; or
- d. A permanent or long-term condition for which treatment may not be effective (e.g., Alzheimer's, a severe stroke, terminal cancer). Only supervision by a health care provider is required, rather than active treatment; or
- e. Any absences to receive multiple treatments for restorative surgery or for a condition which would likely result in a period of incapacity of more than three (3) days if not treated (e.g., chemotherapy or radiation treatments for cancer).

"Health care provider" means:

- 1. Doctors of medicine or osteopathy authorized to practice medicine or surgery by the state in which the doctor's practice; or
- 2. Podiatrists, dentists, clinical psychologists, optometrists and chiropractors (limited to manual manipulation of the spine to correct a subluxation as demonstrated by x-ray to exist) authorized by practice, and performing within the scope of their practice, under state law or;
- 3. Nurse practitioners, nurse-midwives and clinical social workers authorized to practice, and performing within the scope of their practice, as defined under state law; or
- 4. Christian Science practitioners listed with the First Church of Christ, Scientist in Boston, Massachusetts; or
- 5. Any health care provider recognized by the employer or the employer's group health plan benefits manager.

### Maintenance of Health Benefits:

Enviro-Clean will maintain group health insurance coverage for an employee on FMLA leave whenever such insurance was provided before the leave was taken and on the same terms as if the employee had continued work. Arrangements will be made for employees to pay their share of health insurance premiums while on leave.

In some instances, Enviro-Clean may recover premiums it paid to maintain health coverage for an employee who fails to return to work from FMLA leave.

#### Job Restoration:

Upon return from FMLA leave, an employee will be restored to the employee's original job, or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment.

In addition, an employee's use of FMLA leave cannot result in the loss of any employment benefit that the employee earned or was entitled to before using the FMLA leave, nor be counted against the employee under the company's attendance policy.

Under specified and limited circumstances where restoration to employment will cause substantial and grievous economic injury to its operations, Enviro-Clean may refuse to reinstate certain highly paid "key" employees after using FMLA leave during which health coverage was also maintained. If so, Enviro-Clean will:

- 1. Notify the employee of his/her status as a "key" employee in response to the employee's notice of intent to take FMLA leave;
- 2. Notify the employee as soon as Enviro-Clean decides it will deny job restoration, and explain the reasons for this decision;
- 3. Offer the employee a reasonable opportunity to return to work from FMLA leave after giving the notice; and



4. Make a final determination as to whether reinstatement will be denied at the end of the leave period if the employee then requests restoration.

A "key" employee is a salaried "eligible" employee who is among the highest paid (10%) percent of employees within seventy-five (75) miles of the work site.

Should an employee fail to return to work after FMLA leave and provide no further medical documentation certifying an existing serious health condition, his or her employment will be terminated.

### Notice and Certification:

Employees seeking to use FMLA leave are required to provide thirty (30) days advance notice of the need to take FMLA leave when the need is foreseeable and such notice is practicable.

Enviro-Clean may also require employees to provide:

- 1. Medical certification supporting the need for leave due to a serious health condition affecting the employee or an immediate family member;
- 2. Second or third medical opinions (at Enviro-Clean's expense) and periodic recertification; and
- 3. Periodic reports during FMLA leave regarding the employee's status and intent to return to work.

When intermittent leave is needed to care for an immediate family member or the employee's own illness, and is for planned medical treatment, the employee must try to schedule treatment so as not to unduly disrupt Enviro-Clean's operation.

### **Other Provisions:**

Enviro-Clean will not interfere with, restrain, or deny the exercise of any right provided by FMLA. In addition, the company will not discharge or discriminate against any individual for opposing any practice, or because of involvement in any proceeding, related to FMLA.

## **Other Leaves of Absence**

Should the employee exhaust the FMLA benefits or be ineligible for a FMLA leave, a general leave of absence may be permitted for up to three months (contingent on the employee's length of service) with medical substantiation and approval through the Human Resources Department. Although a general leave does not guarantee the same position or pay when the employee is able to return to work, he or she will be considered for suitable job openings. Should there be no other job openings for which the employee is qualified at that time, Human Resources will retain the individual's name on a list for future consideration up to three months if requested by such employee. However there are no future rights of reemployment.

During a general leave of absence, company health insurance benefits may be continued through the federal COBRA law at the employee's expense.

# **Statement Regarding Revisions**

This Employee Handbook controls our employment relationship and may be revised from time-to-time by the Company. All benefits, policies, and procedures are subject to change. However no one is authorized to make changes to the terms of this Handbook, except through revision of the Handbook by the President or his designated representative, the Director of Human Resources.

No officer, employee, agent or other representative of the Company has any authority to create, modify, or enter into any agreement for employment or relating to terms and conditions of employment, including termination, except by the President or his designated representative, the Director of Human Resources, through written and signed amendments to this Handbook. Any representation by any other person or in any other manner is without authority and may not be relied upon.

If you think you have been told something which is inconsistent with this Handbook, you must clear this with the Human Resources Department, which will resolve the apparent discrepancy by giving you a written deviation signed by the Company's President or his designated representative, the Director of Human Resources, if one is warranted.