



Quality Floor Cleaning, Inc.

Employee Handbook, Policies, and Procedures Manual



Vision: To provide exceptional services for commercial and residential anywhere, anytime.

It is the mission of Quality Floor Cleaning, Inc. to provide the best services and quality to all our clients. **WE DON'T CUT CORNERS, WE CLEAN THEM.**

A LETTER FROM THE OWNER

Dear Quality Floor Cleaning Employees:

I am pleased to have you as a member of our Quality Floor Cleaning team. At Quality Floor Cleaning, Inc., we believe our employees are our best asset. You have been selected to join our team because we believe you can contribute to our mutual success.

We have been in business for over 30 (thirty) years. Quality Floor Cleaning, Inc., is proud of its traditional values in the workplace. These include loyalty, hard work, economy, considerate behavior, and the highest possible standards of ethics and service. We believe these values separate us from our competitors and are the reasons that our clients choose Quality Floor Cleaning, Inc., to provide great customer service.

Whether you have just joined our team or have been employed with Quality Floor Cleaning, Inc. for a while, we depend on you to uphold our standards of excellence.

We take our business seriously and we are genuinely looking forward to you being a part of our team.

On behalf of Quality Floor Cleaning, Inc., I thank you for your service and commitment to providing Legendary customer service!

Welcome Aboard,

Steve Watson
Owner

WELCOME TO QUALITY FLOOR CLEANING, INC.

This Employee Handbook, a written guide to promote a successful, productive relationship between us.

There are several things that are important to keep in mind about this Handbook. Our Employee Handbook contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning any of the policies or procedures while at work, you should address your specific questions to the owner. We can be reached at **850-671-5005**.

Neither this Handbook nor any other company document is to be construed or understood as giving any contractual right, either expressed or implied, for you to remain employed by Quality Floor Cleaning, Inc. and it does not guarantee any fixed terms and conditions of your employment. Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice, by you or the company for any reason at any time. No supervisor or other representative of the company, except for the owner, has the authority to enter into any agreement for employment for any specified period, or to make any agreement contrary to the above.

We will inform you of any changes as they occur, but it is ultimately your responsibility to be aware of Quality Floor Cleaning, Inc. policies. You should refer to these documents for specific information since this Handbook only briefly summarizes these procedures and policies. This company does not have benefits. Individual Handbook policies that may become invalid through changes in the law will not affect the validity of the other provision in this Handbook. If you have any questions about items in this Handbook, I encourage you to speak to the organization of Quality Floor Cleaning, Inc.

If there is anything that I can do to make your employment with Quality Floor Cleaning, Inc. more rewarding, please do not hesitate to contact me at **850-671-5005** or by email at qualityfloorcleaningllc@gmail.com

STANDARDS AND PRINCIPLES

At Quality Floor Cleaning, Inc., we operate our business endeavors by maintaining high standards that reflect our traditional values of fairness, integrity, and ethical behavior. Our operating principals are non-negotiable and are the backbone of everything we do for our customers, co-workers, and vendors.

Employees are expected to familiarize themselves with our policies and request clarification from the office of Quality Floor Cleaning, Inc. whenever is necessary. At Quality Floor Cleaning, Inc., many policies are so important to our core business that we have included summaries of them in this Handbook. **The following pages paraphrase our commitment to Equal Opportunity and Affirmative Action, Discrimination and Harassment-Free Workplaces, Drug-Free Workplaces, Zero Tolerance of Workplace Violence, and a Code of Business Conduct and Ethics.**

Employees who have questions about any of these policies or information found in this Handbook should contact the office of Quality Floor Cleaning, Inc. More importantly, we expect employees to notify us if they see a violation of any of these policies by a co-worker, manager, or vendor.

JANITOR JOB DESCRIPTION

All buildings and accounts should have maintenance done on the days and/or nights and hours that are designated for that account. Any days and/or nights and hours that are moved, will have to be approved by your supervisor up to three (3) days in advance.

Each employee will be expected to sign a Non-Compete Policy and understand the conflict-of-interest policy and procedures.

EQUAL EMPLOYMENT OPPORTUNITIES

It is the firm policy of Quality Floor Cleaning, Inc., and all its subsidiaries, that we will recruit, hire, train, and promote people in all job classifications without regard to race, color, religion, national origin, age, disability, or history of disability (except where physical or mental abilities are a bona fide occupational requirement and the individual is not able to perform the essential functions of the position even with reasonable accommodations), or gender (unless gender is a bona fide occupational qualification), status as a veteran or other protected characteristic.

The company will ensure that all personnel actions, including transfers, layoffs, and return from layoff will be administered without regard to the protected characteristics mentioned above. Supervisors of the company will base employment decisions and actions solely on merit, service, and the ability to effectively perform work assignments.

Any employee with a disability who requires accommodation should speak with his manager or supervisor. The employee has the responsibility to provide adequate information to the company as part of the accommodation process. A qualified person with a disability means an individual with a disability who, with or without reasonable accommodation, can perform the essential functions of the position.

Any person who believes he or she may have been discriminated against in violation of these principles or who observes any discrimination in violation of these principles or who has been denied a reasonable accommodation should report unlawful discrimination by contacting the office of Quality Floor Cleaning, Inc., at **850-671-5005**. Employees may remain anonymous and will be protected from retaliation for alerting the office of Quality Floor Cleaning, Inc.

HARASSMENT AND DISCRIMINATION-FREE WORKPLACE

It is the policy of Quality Floor Cleaning, Inc. to maintain working environments free of unlawful harassment and to treat all applicants and employees equally in the terms and conditions of their employment. The discrimination against any employee on the bases of race, religion, color, national origin, ancestry, age, disability, or gender, including sexual harassment, will not be tolerated. Employees are not to be subjected to illegal harassment by co-workers, supervisors, clients, vendors or any other third party with business dealings with Quality Floor Cleaning, Inc. Employees of Quality Floor Cleaning, Inc. who violate this policy will be subject to disciplinary action up to and including termination.

Harassment is unwelcomed conduct that is based on race, color, gender, religion, national origin, disability, and/or age. Harassment becomes unlawful when 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive. Unlawful harassment is a discriminatory, annoying, and persistent act directed toward a person, which is personally offensive, lowers morale, or creates a hostile or offensive work environment.

Harassment includes, but is not limited to, such actions as:

- A. Offensive jokes, slurs, epithets or name-calling
- B. Ridicule or mockery, insults or put-downs
- C. Physical assaults or unwanted contact such as touching, patting, etc.
- D. Threats or intimidation
- E. Demands for sexual favors, accompanied by implied or overt promises of preferential treatment or threats concerning an individual's employment status.
- F. Non-verbal behavior such as displaying suggestive or offensive objects or pictures.
- G. Treating someone differently because of a disability or characteristic over which they have no control.

PROCEDURES FOR REPORTING AND INVESTIGATING COMPLAINTS OF HARRASSMENT

We require employees to report harassment or suspected harassment to his or her supervisor so that the company can have the opportunity to stop the behavior. If the harassment involves the supervisor, the employee should report it to his/her manager. If the harassment does not cease, or if the employee prefers, the employee should contact the office of Quality Floor Cleaning, Inc. at **850-671-5005**. Employees may remain anonymous and will be protected from retaliation for alerting the company to potential or actual harassment.

Each complaint of harassment will be investigated promptly, and a determination of the facts is made on a case-by-case basis.

RETALIATION

It is the policy of Quality Floor Cleaning, Inc. that no one may fire, demote, harass or otherwise “retaliate” against an individual for making a complaint of unlawful harassment based upon an honest perception of such events, participating in a harassment proceeding, or otherwise opposing unlawful harassment.

CODE OF CONDUCT/STANDARDS OF DISCIPLINE

Each employee shall conduct himself or herself with courtesy and consideration in dealing with customers, clients, and all other Quality Floor Cleaning, Inc. personnel. Employees shall avoid any action or conduct which might result in interfering with company efficiency or economy.

Employees have a duty to protect and conserve company property, including equipment, consumable supplies and other property entrusted or issued to the employee or under the employee’s care.

CONFLICTS OR INTEREST

Employees shall avoid situations where the employee’s personal interest could conflict with, or appear to conflict with, the interests of Quality Floor Cleaning, Inc. Conflicts of interest arise when an individual’s responsibilities with the company’s present interests are inconsistent with the company’s interests and create conflicting loyalties.

While it is not possible to detail every situation in which conflicts of interest may arise, examples of situations that may be a cause of interest are provided below:

- A. Solicitation of acceptance by an employee or relative of any benefit from someone who has, or is seeking to obtain, a business relationship with the company.
- B. An employee having a direct or indirect financial interest in any organization which is either in competition with or which has a business relationship with the company.
- C. Acceptance of any fee, gift, or other thing of value when acceptance may create the appearance of a conflict interest.
- D. Engaging in outside employment or activities which would interfere with the effective performance of an employee’s responsibilities to the company, either because of excessive demands on their time, or because the outside commitments may conflict with their obligations to the company.

DRUG-FREE WORKPLACE/SUBSTANCE ABUSE PREVENTION

Quality Floor Cleaning, Inc. is committed to ensuring a substance abuse-free working environment for all its employees.

Quality Floor Cleaning, Inc. strictly prohibits the possession, use, sale, attempted sale, purchase, attempted purchase, conveyance, distribution, transfer, dispensation, cultivation, and/or manufacture of illicit drugs or other intoxicants at any time, and in any amount or any manner. Quality Floor Cleaning, Inc. also prohibits the use, abuse, misuse, or possession of alcohol while working, while present on the company's premises or representing the company at any time and in any way.

USE OF PRESCRIPTION MEDICATION

Employees who use prescription and/or over-the-counter medications that may impair the employee's ability to perform his or her job responsibilities safely are responsible for notifying the appropriate management representative so that steps can be taken to minimize the safety risks posed by such use.

DRUG AND ALCOHOL TEST

Employees may be subject to drug and/or alcohol testing as a condition of continued employment as directed by the company, at its sole discretion. This includes, but is not limited to, drug and/or alcohol testing on a **"reasonable suspicion, any accident, or injuries"** basis, as part of a post-incident investigation on worksite, and/or as part of "site testing" whereby all employees at a specific work site are tested. A reasonable suspicion drug and/or alcohol test may be, at the company's sole discretion, required of employees whenever there are indications of a violation of our policy.

An employee's refusal to submit to testing; failure to fully cooperate in the testing process; attempt to tamper with, substitute for, adulterate, dilute, or otherwise falsify a test sample; and/or any other conduct which would intentionally prevent or compromise a valid test result will be considered gross insubordination and result in immediate termination of employment.

CONSEQUENCES OF SUBSTANCE ABUSE

Employees in violation of our Drug-Free Workplace Policy will be subject to disciplinary action, up to and including termination, including for a first offense. Employees who are drug tested, and whose drug tests are confirmed positive, will have their employment with the company terminated.

Drug-Free Workplace policy can be requested at the office of Quality Floor Cleaning, Inc.



ZERO TOLERANCE OF WORKPLACE VIOLENCE

It is the policy of Quality Floor Cleaning, Inc. to provide a safe workplace for all employees. To ensure safe working conditions and to reduce any risk of violence, our company does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. The following list of behaviors, while not inclusive, provides examples of conduct that are prohibited:

- E. Causing physical injury to or physically confronting another person
- F. Making threatening remarks
- G. Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- H. Threatening a co-worker within or outside of the workplace
- I. Intentionally damaging employer property or property of another employee
- J. Possession of a weapon while on company property or while on company business
- K. Committing acts motivated by, or related to, sexual harassment
- L. Other inappropriate behaviors

REPORTING PROCEDURES

Potentially dangerous situations must be reported immediately to a supervisor or the office of Quality Floor Cleaning, Inc.

Employees are expected to exercise good judgement and to inform their manager or supervisor if any Employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes:

- A. Discussing weapons or bringing them to the workplace
- B. Displaying overt signs of extreme stress, resentment, hostility, or anger
- C. Making Threatening remarks
- D. Display irrational or inappropriate behavior

DANGEROUS/EMERGENCY SITUATIONS

Employees who encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact, talk to the individual, and take notice of details that may later help in the identification of the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, cooperate with the armed or dangerous person and follow the instructions they give. Employees should not attempt to challenge or stop the dangerous person themselves.

SAFETY, SECURITY, AND HEALTH

We place great emphasis on maintaining a safe work environment and following established safety procedures for the benefit of all employees and our customers. Our employee Safety Manual has general and detailed information for specific types of jobs. We count on employees to prevent accidents by performing all work safely, and we depend on employees to report anything that might cause injury to others.

We welcome suggestions improving safety in our facilities. The following standards support our commitment to provide each of our employees with a safe and healthy workplace.

BACKGROUND CHECKS

All new applicants (part-time, full-time, regular, and wages only), including all rehired and reinstated Employees, must have a police records check conducted in the jurisdiction(s) where they have resided for the past seven years depending upon the position.

REPORTING OF CRIMINAL ACTIVITY

Arrests-Any employee charged with a felony or misdemeanor must advise their immediate supervisor within one business day of the arrest or charge.

Any employee under a restraining order related to violence or domestic violence must advise their immediate supervisor within one business day of being served with the order.

ON-THE-JOB INJURIES/ILLNESS

Any job-related injury or illness, regardless of severity, must be reported immediately to the supervisor for prompt evaluation and medical attention, as necessary. Employees and supervisors will complete an initial Accidental Report and forward it to the office of Quality Floor Cleaning, Inc.

PERSONAL PROTECTIVE EQUIPMENT

We help protect our employees from exposure to workplace hazards and injuries using Personal Protective Equipment (PPE). PPE will be provided, used, and maintained when it has been determined that its use is required to ensure the safety and health of our employees, and that such use will lessen the likelihood of workplace injury and/or illness.

The manager will provide employees information on the proper use and care of PPE. Employees are responsible for properly wearing PPE as required by Quality Floor Cleaning, Inc. policies and for informing the manager of the need to repair or replace PPE.

Employees who disregard or do not follow our PPE practices will be subject to disciplinary action, up to and including termination.

MATERIAL SAFETY DATA SHEETS (MSDS)

Quality Floor Cleaning, Inc. will keep Material Safety Data Sheets (MSDS) on all hazardous substances and materials on its premises in areas adjacent to the equipment for which the MSDS pertains. Employees should help ensure that MSDS are kept in their respective areas or report missing ones to their supervisor and Poison Control at **800-222-1222**.

EMERGENCY PROCEDURES

Employees must be familiar with their building emergency procedures and evacuation plan to follow in the event of fire or other disaster. All employees are expected to familiarize themselves with the location of exists, fire extinguishers, and first aid kits.

EMERGENCY EVACUATION PLANS AND RE-ENTRY

In an emergency, employees should follow alarms or other alerts to evacuate the building and/or area near the premises. Employees should always follow the basic evacuation procedures but remember that personal safety is paramount and takes precedence. Employees should always follow the basic evacuation procedures but remember that personal safety is paramount and takes precedence. Employees should:

- A. Check work area for anything needing to be secured and store it quickly
- B. Secure locks on all secured containers and cabinets
- C. Leave the work area and report to the designated assembly area.

GENERAL SAFETY RULES

Our employees perform a wide range of functions in various locations. Although some safety rules apply only to specific positions, all employees are expected to comply with the rules in this procedure:

- A. Use common sense in performing your duties
- B. Report any work injury/illness to your supervisor
- C. Report unsafe conditions to your supervisor immediately
- D. Do not use any equipment, vehicles or materials when not properly trained, or when you feel overly tired, nauseated, feverish or are under the influence of any substance that may affect your judgement
- E. Do not use equipment that is broken or that was not designed to be used for the function that you are using it for
- F. Keep your work area neat and free from hazards
- G. Request assistance in lifting heavy loads
- H. Wear seat belts when operating any company or rented vehicle or driving your own personal
- I. Report or clean up all spills immediately
- J. Use step stools, platforms or ladders for climbing, not chairs



CUSTOMER SERVICE

Quality Floor Cleaning, Inc. believes that excellent customer service is our most important goal and that every employee is key to convincing and reassuring our customers of our good works. Each employee has been hand-selected to represent Quality Floor Cleaning, Inc, because we feel that he or she is able to give our customers outstanding service.

Many details go into excellent customer service: total attention to the customers and their needs, friendliness, and a smile and a kind word for everyone. Our best employees think about ways they can go “above and beyond”.

POSITIVE ATTITUDE

Quality Floor Cleaning, Inc. considers a positive attitude to be what makes our company a #1 service provider. Our employees do not say “I can’t” or “I won’t”. They use their personalities to cheer up co-workers and customers, making our workplace a better place for everyone.

TEAMWORK

Everybody working well together is also a high priority at Quality Floor Cleaning, Inc. Each of us has a job to do, but it makes our work easier and more enjoyable if we work as a team to accomplish our tasks. Teamwork not only makes us more effective at our jobs, but it makes the whole unit function more smoothly, which helps increase customer satisfaction and sales.

EMPLOYMENT POLICES AND PROCEDURES

IMMIGRATION REFORM AND CONTROL ACT/FORM I-9

Quality floor Cleaning, Inc. will not knowingly hire or continue to employ anyone who is unauthorized to work in the United States. Upon employment with Quality Floor Cleaning, Inc., all employees must complete a Form 1-9 and provide valid government identification that establishes their right to work in the United States. Failure to supply this information, or failure to re-supply this information upon expiration of the employment authorization that was originally presented, may result in immediate termination.

EMPLOYEE CLASSIFICATION

Quality Floor Cleaning, Inc. classifies employees into different groups, which are defined below. These classifications do not guarantee employment for any specified period. The right to terminate the employment relationship at will at any time is retained by both the employee and Quality Floor Cleaning, Inc.

NON-EXEMPT EMPLOYEES-Employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law's requirements concerning minimum wage and overtime. These employees are paid for the work they perform on an hourly basis and are often referred to as "Hourly" employees.

INITIAL EVALUATION PERIOD

Every new employee goes through an initial period of adjustment in order to learn about his/her job. During this time, the employee will have an opportunity to find out whether he/she likes and is suited for his/her new position.

During this time, the new employee will be provided with training and guidance from his/her supervisor. The initial evaluation sometimes referred to as "probation," is 30 calendar days.

As is always true during an employee's employment with Quality Floor Cleaning, Inc., employment is not for any specific time and may be terminated at will. With or without cause and without prior notice.

SOCIAL MEDIA

Quality Floor Cleaning, Inc. has a duty to protect itself from unauthorized or potentially damaging use of social media including, but not limited to, online forums, chat rooms, personal blogs, Twitter, Facebook, LinkedIn, Myspace, and YouTube.

Employees are expected to use their best judgement and act in the best interest of the company. Employees who are unsure about the appropriateness of a social media posting should direct their questions to Quality Floor Cleaning, Inc.

Unless specifically instructed, employees are barred from speaking on behalf of Quality Floor Cleaning, Inc. on any social media. Employees are cautioned that they should have no expectation of privacy while using the Internet. Employees' postings can be reviewed by anyone, including Quality Floor Cleaning, Inc. Quality Floor Cleaning, Inc. reserves the right to monitor comments or discussions about the company, its employees, clients and its business.

Employees are expressly prohibited from making comments or otherwise communicating about customers, coworkers, supervisors, Quality Floor Cleaning, Inc., vendors or suppliers in a manner that is vulgar, obscene, threatening intimidating, harassing, libelous, or discriminatory.

Because violations of this policy have the potential to damage the reputation and strength of the company, Quality Floor Cleaning, Inc. encourages employees to report any violations of possible or perceived violations to the office of Quality Floor Cleaning, Inc.

Violation of this policy will result in disciplinary action, up to and including termination. Quality Floor Cleaning, Inc. also reserves the right to take legal action where necessary against employees who engage in prohibited or unlawful conduct.

TERMINATION OF EMPLOYMENT

Upon termination from Quality Floor Cleaning, Inc., whether voluntary or involuntary, all employees must return company equipment, including uniforms, keys, i.d. badges, and any other property that belongs to the company or the client.

Final paychecks will be paid to the employee in accordance with state law.

Employees who voluntarily resign from Quality Floor Cleaning, Inc. shall provide a 2-week written notice of resignation and will be eligible for re-hire. Employees who are terminated involuntarily are not eligible to be re-hired by the company.

Absences

APPROVED ABSENCES - It is the employee's responsibility to secure advanced written approval for days off by having management approval. Failure to obtain management approval for day(s) off may result in disciplinary action.

Excused, unpaid absences can be granted for funerals, jury duty, bereavement, childbirth, a car accident, medical appointment, and unavoidable emergencies. In these cases, employees must provide documentation to prove a reason for the absence.

Absence because of bereavement, jury duty, or military duty are exempt from disciplinary action, as are FMLA and ADA related absences. Bereavement, jury duty, and military exemptions require proper documentation to be given to a manager within 48 hours of the absence.

REQUESTING DAYS OFF - Employees may request day(s) off in advance of the weekly schedule. Although every effort will be made to accommodate employees' request for days off or vacations, we cannot guarantee that requests will be honored. The staffing needs of the operation will be taken into consideration before any request will be approved.

EMERGENCY CALL-OUT PROCEDURES FOR UNEXPECTED ABSENCES - Employees who cannot be at work for any reason must notify their supervisor and the office of Quality Floor Cleaning, Inc. with a direct call at least two hours in advance of their scheduled start time. ***Co-workers or on a voice mail will not be considered acceptable notice.***

If an emergency prevents the employee from contacting the supervisor and the office of Quality Floor Cleaning, Inc. two hours in advance of the scheduled start time, the supervisor and the office of Quality Floor Cleaning, Inc., must be contacted as soon as possible. Employees may be required to provide documented proof of the emergency upon their return to work.

On the day of absence, employees must contact their supervisor no later than 1:00 pm to confirm their attendance for the next business day. If the supervisor is not contacted, the supervisor will make arrangements to have that position covered with someone else the next day. Employees must call in each day of their absence to inform their supervisor of their ability or inability to report to work the next day, unless the supervisor has received a doctor's note that clearly states the future dates of an absence.

EXCESSIVE ABSENTEES - There will be an attendance record of recurring absences, even though some of the absences were necessary and/or excused. Employees should have no more than that three unexcused absences per calendar year (**January -December**). Unexcused absences will result in the following disciplinary action:

- Two (2) unexcused absences will result in a verbal disciplinary action.
- Three (3) unexcused absences will result in a written disciplinary action.
- Four (4) unexcused absences will result in termination of employment.

NO CALL/NO SHOW-Subject to automatic termination of employment.

LEAVE OF ABSENCE - An employee with at least one year of services to Quality Floor Cleaning, Inc. is eligible for an unpaid leave of absence from the company. Leave requests must be approved by the supervisor in advance. Leave requests will only be considered for situations including an employee's domestic responsibilities, or uncontrollable circumstances that make it impossible for the employee to continue to work. Travel, educational, or recreational opportunities are not considered valid reasons for granting an unpaid leave of absence. Upon the employee's return to the company, Quality Floor Cleaning, Inc. will make every effort to place the employee in the position he/she left, but cannot guarantee any specific unit location, daily responsibilities, or wages.

SMOKING - Smoking is not prohibited while on duty. The supervisor may or may not allow employees a limited number of short breaks for smoking. If permitted, smoking is only allowed in areas designated by the client as smoking areas.

Employee Pay

PAYCHECKS - Employees are paid bi-weekly (that is, every other week) on alternate Fridays, unless state law requires weekly pay. Direct deposit is available to all employees. An employee needs to fill out a request form to get copies of their paycheck stubs. It will take approximately 2-3 business days.

DEDUCTIONS AND GARNISHMENTS - Quality Floor Cleaning, Inc. will comply with applicable federal and state regulations relating to deductions from pay and wage garnishments. After federal income, social security, state and local tax withholding deductions are made, our Payroll department will withhold court-ordered garnishments as appropriate.

PERFORMANCE MISCONDUCT

There are many standards Quality Floor Cleaning, Inc. has about appropriate workplace behavior. Common sense is the best guide for working together and serving our customers. However, in order to avoid any misunderstanding, we have listed some of our expectations for our employees in areas of particular importance.

The following are examples of an employee's performance misconduct.

- A. Refusing
- B. Arguing with a supervisor, co-worker, or customer
- C. Raising your voice; speaking harshly, rudely, or disrespectfully to a supervisor, co-worker, or customer (including, but not limited to, using profanity)
- D. Failing to follow instructions or standard procedures.
- E. Violating the Grooming and Personal Appearance standards
- F. Working in an unsafe manner
- G. Damaging company, client, or co-worker property

Gross Misconduct

Quality Floor Cleaning, Inc., defines “Gross Misconduct” as any act that shows an intentional, willful, or reckless disregard of (or deliberate indifference to) our company’s interests. Any employee whose actions constitute gross misconduct may be terminated immediately and without warning.

Though not a complete list, the following are some examples of Gross Misconduct and are grounds for immediate dismissal of an employee:

- A. Theft
- B. Dishonesty
- C. Fighting, violence or a threat of violence
- D. Use of profanity, vulgar, or disrespectful language in a loud manner.
- E. Deliberate non-performance of work
- F. Deliberate violation of Safety standards and practices
- G. Falsification of company records, including time-keeping records.
- H. Clocking in/out for another employee or asking another employee to clock in/out for you.
- I. Negligence
- J. Insubordination
- K. Violation of the Standards and Principals policies contained in this Handbook, including.
 - 1. Equal Employment Opportunity and Affirmative Action
 - 2. Discrimination Free-Workplace
 - 3. Code of Business Conduct
 - 4. Drug-Free Workplaces
 - 5. Zero Tolerance of Workplace Violence
 - 6. Hours of Work and Overtime
- L. Walking off the job before the work is finished without prior management approval.
- M. Unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of Quality Floor Cleaning, Inc.
- N. Possession of dangerous weapons on the premises
- O. Possession of, or intoxication by, illegal drugs or alcohol while on duty
- P. Unauthorized possession, use or copying or any records that are the property of Quality Floor Cleaning, Inc.
- Q. Willful destruction of any supplies, equipment or property of Quality Floor Cleaning, Inc.
- R. Refusing to submit to a drug and/or alcohol test.
- S. Gambling during work hours
- T. Sleeping on duty

CONCLUDING REMARKS

We hope the information included in this Handbook will be the beginning of a satisfying and mutually beneficial working relationship.

The subject matter included in this Handbook is not all-inclusive; practical considerations make that impossible. We expect and welcome our employee's questions and ask that they be directed to the immediate supervisor.

Quality Floor Cleaning, Inc., retains the right to make unilateral changes to the material contained in the Employee Handbook from time to time to meet changing business needs.