

# **TEAM MEMBER HANDBOOK**

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## WELCOME

Welcome to BPOC Services. We are pleased that you have decided to join us. We hope our mutual association will be both productive and beneficial.

Our primary goal is to provide quality service to our clients. This service begins with you, the BPOC Services team member. Each team member plays an important role in the success of our company as it continues to grow.

BPOC Services has many goals for the future. Among them are continuing to expand our client and service base, as well as providing advancement opportunities and benefits for our team members. We hope that as a team member of BPOC Services, that you will continue to grow with us.

Good luck and welcome aboard!

Adrian Hilde & Tom Manion

## CODE OF CONDUCT

We strive to make sure that our clients are completely satisfied with the quality of service and expertise. As we accomplish this goal our company and team members will continue to grow and prosper.

In order to satisfy our clients, we have very high performance expectations of each team member. As such, we've included a partial list of the attributes and behaviors we expect from our employees.

- Focus on performance, productivity and efficiency in all tasks
- Mutual respect between coworkers and clients with whom we do business
- Be considerate of fellow team members, supervisors and co-workers
- Work in a manner safe to both yourself and your fellow workers
- Team work and cooperation is essential
- Personal problems between team members should not be pursued at work
- Cost-consciousness – always consider how to keep our operating costs to a minimum
- Respect Company property. Use it only for business purposes
- Responsible timekeeping
- Be on time to work and contact your supervisor if tardy or absent
- Talk to management about any grievance or concern
- Help maintain Company equipment in good working order
- Keep the workplace clean and clutter free
- Respect your time at work. Don't make or receive calls or texts during working hours
- Respect the confidentiality of the Company and its clients

## COMPANY MISSION STATEMENT

To provide commercial cleaning services to Whatcom County businesses and to do it better than any of our competitors.

To deliver the exact services our customers want; listen closely to their expectations; take a pro-active approach in defining their requirements; build the best partnering relationship possible; and continually improve our services.

To create a company that rewards dependability, integrity & safety and provides for the training and development of all team members.

## COMPANY VALUES

A commitment to act with honesty and integrity at all times and in all aspects of our business, to be professional in doing our job, and to deliver a consistent, high level quality of work.

## ABOUT YOUR HANDBOOK

This Team member Handbook has been prepared to acquaint you with important details of our employment and personnel policies, practices and procedures that apply to all the employees, hereinafter referred to as team members, of BPOC Services, hereinafter referred to as Company.

The contents of this manual are presented as a matter of information only. This Team Member Handbook does not create a contract between the Company and any of its team members, nor is it intended to be a legal statement of benefits.

This Team Member Handbook does not contain all of BPOC Services employment or personnel policies, practices and procedures. Its purpose is to provide basic information to team members regarding BPOC Services procedures and guidelines. BPOC Services retains the right to change, modify, suspend, interpret, vary from, or cancel, in whole or in part, any of its published or unpublished policies, practices and procedures, without advance notice, in its sole discretion, without having to give cause or justification. Recognition of these rights and prerogatives of BPOC Services is a term and condition of employment.

This Team Member Handbook supersedes all prior team member handbooks and any employment or personnel policies, procedures, practices, statements or promises, whether written or verbal, previously received from or made by the Company.

Please read this handbook carefully. It is each team members responsibility to be familiar with its contents. If there is anything you do not understand or if you would like more information about, please contact an owner or your supervisor for clarification.

As a condition of employment, all team members are required to complete and sign the Team Member Handbook Acknowledgment Form for placement in their personnel file.

## AT WILL EMPLOYMENT

Your employment at BPOC Services is at will. This means that your employment is not for any specified term or duration. Both the employee and the employer have the right to terminate the employment relationship at any time, with or without notice and with or without cause. All team members will work a 90-day orientation period before they are classified as regular team members.

Nothing contained in this Team Member Handbook modifies or changes the at will employment relationship. No team member or representative of the Company may modify this policy orally or in writing. By accepting employment at BPOC Services, all employees agrees to the "at will" nature of the employment relationship.

## ORIENTATION PERIOD

BPOC Services has established a 90-day orientation period for all new team members and team members promoted to new positions. During the orientation period, the immediate supervisor evaluates the job performance of the team member, to include the quality of work, dependability, cooperation, and successful performance of job duties.

If the team member's job performance is unsatisfactory at any time during or following the orientation period, action can include, but is not limited to, corrective action, demotion, reassignment, or termination of employment.

## ROLE OF THE TEAM MEMBER

Our strength and future growth depend directly upon the contribution made by every team member in our organization. Our policy is to be frank, fair and honest with team members in respect to their job performance.

Every team member is expected to be considerate of fellow team members, whether they are supervisors or co-workers. Team members must work in a safe manner, to both themselves and their fellow workers.

Team members must not work in a manner that willfully obstructs or hinders another team member from completing their duties. Personal problems between team members are not to be pursued at work.

## EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of BPOC Services to comply with all applicable equal employment opportunity laws and regulations. BPOC Services provides equal opportunity employment for all qualified persons without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, marital status or any other basis protected by Federal, State or local law.

## AMERICANS WITH DISABILITIES ACT (ADA)

BPOC Services is committed to providing equal employment opportunities for qualified individuals without regard to disability. When appropriate, BPOC Services will provide a reasonable accommodation to a disabled team member, provided it does not create an undue hardship for the Company. It is the employee's responsibility to notify the Company if you believe an accommodation is necessary.

## HARASSMENT

It is BPOC Services policy that harassment, including but not limited to sexual harassment, and offensive behavior of team members is prohibited. Any team member found to have acted in violation of this policy will be subject to appropriate corrective action, which may include immediate termination of employment.

Team members should understand that this policy applies to every team member of BPOC Services, including management, full-time, part-time and temporary team members, as well as any individuals who provide or receive services from the Company.

**Responsibility:** Every team member is accountable for their own actions. Management is ultimately responsible for promoting safe working conditions free of all forms of harassment. Team members are expected to report all complaints of incidents of harassment they experience, witness or learn about to management immediately.

Sexual harassment is any suggestion (express or implied) that any person's promotion, employment, compensation or treatment is in any way contingent upon or related to a team member's participation in or rejection of conduct of a sexual nature.

Sexual harassment also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication of a sexual nature that has the effect of substantially interfering with an individual's employment or creates an intimidating, hostile, or offensive work environment.

Other harassment includes racial harassment and harassment based on religion, minority status, sexual orientation, age or disability and includes unwelcome, hostile or discriminatory behavior. Any comments or behavior which creates a hostile or intimidating working environment and any actions which adversely base a team member's employment conditions will not be tolerated.

Any team member who is subjected to or witnesses any type of harassment, or physical or verbal intimidation, should immediately contact management. All harassment complaints will be promptly and confidentially investigated.

If the company discovers that harassment has occurred, disciplinary action will be taken up to and including termination of employment. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action will also be subject to discipline and/or termination of employment.

## EMPLOYMENT ELIGIBILITY VERIFICATION

All employers are required to be in compliance with the Immigration Reform and Control Act of 1986 (IRCA), which states that companies may only employ individuals who are legally authorized to work in the United States. BPOC Services requires all new hires





and rehires to complete the Employment Eligibility Verification Form I-9 and provide documentation proving identity and employment eligibility.

Federal law mandates that a team member must provide identification proving eligibility to work no later than three (3) days after starting work. If you fail to provide your identification by this time, the Company may either place you on unpaid leave or terminate your employment.

## FEDERAL / STATE / LOCAL COMPLIANCE

BPOC Services upholds and will comply with all federal, state, and local legislation. In the event that there is a portion of this handbook that conflicts or becomes in conflict with any of these laws, only the portion of the handbook that is in conflict will be invalidated; the remainder of the handbook will remain intact.

## EMPLOYMENT DEFINITIONS

The following employment classifications apply to BPOC Services team members. Please note that certain insurance or benefit plan documents may contain different terminology and definitions regarding benefit eligibility.

### Full-Time Team Member

Any team member who is regularly scheduled to work 32 or more hours per week.

### Part-Time Team Member

Any team member who is regularly scheduled to work less than 32 hours per week.

## EMPLOYMENT CLASSIFICATIONS

Team members will be informed of their classification as exempt or non-exempt when they begin employment or move to a different position in the Company.

### Non-Exempt / Hourly

These team members are paid on an hourly basis and are eligible for overtime pay.

### Exempt / Salary

These team members qualify as exempt as defined by the Fair Labor Standards Act and are not eligible for or should expect overtime pay. Exempt team members are expected to work 40 or more hours per week, to include working outside of normal business hours in order to meet their job responsibilities.

## CONFIDENTIAL INFORMATION

During employment with BPOC Services, team members will learn, work with, and be entrusted with information that is confidential relating to the Company's operations, proposed new business, financial condition, sales and services. This information is not known outside of the Company or even known to all of BPOC Services team members. Keeping this information confidential is necessary to ensure our success. Because this information has substantial value to BPOC Services, all team members must exercise the highest degree of care not to disclose any confidential information, even inadvertently to any unauthorized persons in or outside the company.

***Company*** – Knowledge of the company's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.

***Customer*** – Knowledge of a customer's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.

***Team member*** – All information on a team member's application is considered confidential, and is to be used for the hiring of personnel only. Personnel files are confidential and available only to management. A team member's own personnel file is open to his/her examination upon written request. Personal information such as telephone numbers and home addresses are not to be released.

**For team members who work at the Company main offices:** Confidential information at work, when not in use, must be secured in locked files. Confidential matters never leave Company property, must always be stored in appropriate places and must be relinquished upon termination of employment.

**For team members who work outside the Company main offices:** Confidential information must be retained separate from personal information to ensure that no one other than the team member has access to Company confidential information. All Company information, written/printed materials, passwords, computer files, property and all other work product performed by a team member or independent contractor on behalf of Company remains the sole property of the Company. All such information and materials must be returned to Company upon request and/or termination of employment or any contractual agreements.

All team members are required to sign both a Non-Compete and Confidentiality Agreement as a condition of employment at BPOC Services. Unauthorized release of

confidential information is grounds for disciplinary action up to and including termination of employment.

## PERSONNEL FILES

The Company maintains a personnel file on each team member. We consider the information maintained in these files as confidential. Certain team member information needs to be kept up-to-date. Any of the following changes in personal information should be reported to management for updating:

- Name, address, telephone number
- Changes in marital status and dependent information
- Changes to the Form W-4 (Team members Withholding Allowance Certificate)
- Person to notify in case of emergency

## CONFLICTS OF INTEREST

BPOC Services has an excellent reputation for conducting its business with high levels of integrity and ethical standards. The Company expects all team members to uphold that reputation in every business or related activity.

## NON-COMPETE

While BPOC Services respects team members' wishes to engage in activities outside of employment with the Company, team members are expected to avoid involvement in any activity which may create a conflict of interest at work. A conflict of interest includes, but is not limited to:

- Use of BPOC Services time, facilities, equipment, supplies or other items or services for private gain or advantage
- Any situation where the team member may benefit personally from any purchase of goods or services by BPOC Services
- Any situation where the team member uses information normally not attainable except through employment with the Company to derive personal gain
- Any situation that may serve as a detriment to the Company or to its public image
- Any outside activity by a team member that may be viewed as competing with the products or services normally offered by BPOC Services

Team members who are in doubt as to whether a specific activity presents a conflict of interest are required to bring it to the attention of their supervisor and are asked to discuss the matter openly and candidly with management.

## OUTSIDE EMPLOYMENT

Outside employment or other activities are of concern to the Company if they affect job performance adversely or create a potential conflict of interest. Management has the right to address outside employment concerns with team members.

Management will evaluate the circumstances and determine whether a conflict of interest exists. Activities determined to create the possibility of a conflict of interest may be prohibited. A team member who fails to respond to BPOC Services prohibition of these circumstances considered a conflict of interest or who violates the Non-Compete Agreement will be subject to disciplinary action up to and including termination of employment.

## TEAM MEMBER CONDUCT

Employees are expected to perform their job duties to the best of their ability and to conduct themselves in an appropriate businesslike manner at all times.

On occasion, a supervisor may find it necessary to take disciplinary action with a team member. Disciplinary action for violating basic rules of conduct, policies or practices, or unsatisfactory job performance may result in a verbal or written warning, paid or unpaid suspension, or immediate termination of employment. These disciplinary measures do not constitute an exclusive list of all possible actions and may be taken in any order.

Examples of unacceptable behavior or conduct include *but are not limited to*:

- Unsatisfactory job performance, negligent or careless work or neglect of duty
- Breach of employer, client or co-worker confidentiality
- Fraud or dishonesty
- Misconduct
- Theft, abuse, misuse or willful damage to Company, team member or customer property
- Unauthorized possession or removal of Company property
- Disclosure of and/or misuse of any Company or customer credit card information
- Abuse of Company cellular phone or personal calls policy during work hours
- Failure to observe safety regulations
- Falsifying or destroying Company records of any kind, including employment and time records
- Absenteeism or tardiness
- Bringing dangerous, illegal, concealed or unconcealed weapons or materials on Company or client premises
- Insubordination, failure or refusal to carry out reasonable directives from management
- Discourtesy or use of abusive or profane language to management, team members or clients

- Lack of cooperation with management or co-workers, including displaying a negative or counterproductive attitude, gossiping, discrediting or disrespecting co-workers or other individuals with whom we work.
- Harassment, threats, fighting or physical violence
- Misrepresenting the Company
- Speaking to (communicating with) the media on behalf of the Company or management without the express pre-approval from management
- Possession, use, sale, transfer or reporting to work under the influence of drugs, controlled substances or alcoholic beverages in any form on Company or customer premises

## COURTESY AND CUSTOMER SERVICE

It is our policy to provide each customer with the highest level of courtesy and service, in person, over the telephone and when corresponding by email. It is essential that every team member show courtesy, respect and a consistent attitude of friendliness in dealing with all parties with whom we do business.

## CELL PHONES & TEXTING

Cell phones may be given to supervisors to use so that management can reach the team members when needed. These phones are not for personal use. Should the cell phone become lost or stolen it must be reported to management immediately. Cell phones are never to be used for talking, texting or any other use while driving.

*Personal Cell Phone/Texting use:* There is to be no receiving or making personal phone calls or texting during working hours. Personal cell phones must be turned off while on the clock. Team member personal calls and texts should be made on their cell phone during lunch and break periods.

## VISITORS

Visitors are prohibited on all job sites. Children, family, friends and other unauthorized persons are not permitted on any job site, or in or around client offices, buildings or parking lots.

## SMOKING

BPOC Services has a policy of no-smoking in all areas of the business and at all client locations. Smoking outside a client's office, building or in their parking lot is not permitted. Smoking in all company vehicles is prohibited.

For those team members who smoke, smoking must take place outside the BPOC Services office in the designated area only. No special smoking breaks are permitted.

Team members should make every attempt to rid themselves of residual smoke odor prior to returning to the workplace or job site.

## COMPUTERS, INTERNET AND E-MAIL

BPOC Services provides computer systems and related business tools to enhance how we operate and service our customers. It is each team member's responsibility to use these tools appropriately. Our computers, like all Company property, are to be used only for job related and business purposes.

**Our Right to Access Information:** Although team members may have individual access to email, voicemail, the computer network, the Internet and other systems, all such systems are the property of the Company. Additionally, team members should recognize that all documents, files, emails, work products and other activities performed on Company computers remain the sole property of the Company and team members should assume no right to privacy regarding anything on Company computers. The Company reserves the right to access and/or monitor communications over any computer, telephone, Internet or information system at any time, with or without prior notice, for any purpose. Misuse of Company computer systems, software, Internet or networks may result in disciplinary action up to and including termination of employment. Examples of unacceptable computer-related behavior include the following:

- Intentional sabotage of computer equipment or deletion of or tampering with computer files
- Intentional release of a computer virus into the system
- Modifying the Company's computer equipment, systems files or software without specific authorization from management (including installing or downloading personal software) removing, duplicating, or altering Company software
- Access or sharing of any Internet materials that might be offensive to other team members or contrary to our harassment policy
- Information accessed through the Internet and/or email cannot be a violation of any legal, ethical or professional standards or a violation of Company policy or practice. For example, access to sensitive items that may be considered offensive, in violation of, harassment or discrimination policies is strictly forbidden
- Using Company owned or operated computer for business or commercial purposes unrelated to the Company
- Installing game software on Company owned or operated computers
- Reading personal e-mail, sending or forwarding jokes, chain letters, and other similar communications is prohibited

**Internet:** The primary purpose for the Company providing Internet access to our team members is for business purposes. Team member use of the Internet cannot be a violation of any legal, ethical or professional standards or a violation of Company policy



or practice. "Surfing" the Internet, personal shopping and/or making online purchases for personal use, and other non-business related Internet activities is prohibited.

- Use of the electronic mail system is reserved solely for the conduct of business at the Company. All messages composed, sent, or received on the e-mail system are and remain the property of Company
- The e-mail system is not to be used to create any offensive or disruptive messages
- E-mail messages should be treated as confidential by other team members and accessed only by the intended recipient. Team members are not authorized to retrieve or read any e-mail messages that are not sent to them

**Passwords:** Team members may be granted access or use of various passwords in order to perform job-related responsibilities. Team members are prohibited from disclosing this confidential information to anyone inside or outside the organization without proper authorization. Any team members who discover a violation of this policy shall notify management of this violation. Any team member who violates this policy or uses the computer system for improper purposes shall be subject to discipline, up to and including termination of employment.

## COMPANY AND PERSONAL PROPERTY

**Company Property:** It is expected that every team member will take precautions to guard against loss and damage to the Company's property. BPOC Services property, supplies or equipment may not be used for personal use without prior approval of management.

All BPOC Services property must be returned when an individual ceases to be a team member. This includes, but is not limited to: office supplies, keys, uniforms, paper and electronic documents, files, computers, phones, equipment and any other company information or records.

**Personal Property:** BPOC Services cannot assume responsibility for the loss or theft of the personal property of team members. It is recommended that all personal valuables be locked up, out of sight, or on the team member's person at all times while on Company or client premises. Do not leave valuables in company vehicles and report all missing items immediately to your supervisor.

**Building Security:** The building must be secured during business and non-business hours. Every team member is responsible for maintaining that security as they enter and leave the building. Team members are not permitted to allow any unauthorized individuals into the building.

Unauthorized removal of company property from the premises or its conversion to personal use or professional use not related to Company business will be considered cause for disciplinary action up to and including immediate termination of employment.

## CLIENT PROPERTY

- The atmosphere should be quiet and calm. Swearing or abusive language is strictly prohibited
- Team members are not allowed to use any property of the client. This would include microwave, refrigerator, computers, copiers, fax machines, TV's, radios etc
- Team members are not permitted to eat or drink in a client location
- Team members are not permitted to eat or drink any food, beverages, candy, snacks, etc. that are in a client location
- Clean carefully around the clients property at all times
- It is not appropriate for you to read books, examine papers, look through desks or filing cabinets
- Do not unplug anything. Many things are computerized and you can cause damage
- There is to be no pilfering of trash. Team members can be prosecuted for theft for removing items from the trash for their own use
- Client telephones are not to be used for personal calls. They are only to be used for clocking in and clocking out of the location or in an emergency situation, or to contact a BPOC Services supervisor or owner
- Report any unusual situations such as flooding, smoke or on the job injuries immediately to your supervisor

## WORKPLACE SAFETY

BPOC Services believes that the health and safety of each team member is of great importance. We are dedicated to providing a safe working environment and believe that safety is a partnership among all team members. We expect team members to make accident prevention and safety an integral part of their daily work.

All team members are expected to keep their work areas as free from safety hazards. Team members are responsible for reporting any hazardous situations to management.

Failure to observe safety rules and practices or in any way jeopardizing the safety of one's self and/or others is grounds for disciplinary action up to and including termination of employment.

## BUILDING SECURITY

- Before entering or exiting a client location, always be aware of your surroundings
- Report any suspicious person or events to your supervisor immediately
- Do not confront unknown subjects
- If at any time you feel threatened or unsafe, call 911 immediately
- Do not let any unauthorized person into a client location, even if they say they work there. If they do work there, they should have their own key



- Make sure to double check that all lights that are required to be turned off when you leave a client location, are off
- Make sure to double check that all doors that are required to be locked when you enter or leave a client location, are locked
- Leaving a client location unlocked is grounds for suspension and/or termination

In some cases, you will need keys or security codes to enter a client location. You will be required to sign for all keys issued to you and will assume full responsibility for them. Keep track of and protect all keys issued to you. Keep the keys with you on the job site at all times – do not set them down. Should a key or keys become lost or stolen, you must report it to your supervisor immediately.

## WORKPLACE INJURIES AND ILLNESSES

Although we pride ourselves on the safety practices in our company, accidents will occur. Team members who experience a work related illness or injury, regardless of how minor, must immediately report it to management.

All work related accidents or illnesses must be documented at the time they happen. Team members are required to complete an Injury Report within 24 hours of the accident or injury, regardless of how minor the injury may appear to be. Failure to report such injuries could jeopardize the team member's benefits. Any questions regarding Workers' Compensation Insurance or requests for Injury Reports should be directed to management immediately upon occurrence.

## ACCIDENT REPORTING

Report any injury to yourself or to others to your supervisor or an owner immediately. If it is an emergency that requires immediate medical attention, use the nearest immediate care facility, and then report it to your supervisor or an owner as soon as possible. If you injure yourself while working, you and your supervisor must fill out an accident report. If you have an accident that results in damage to company or client property, report the damage immediately to your supervisor and complete an ACCIDENT / INJURY REPORT FORM. Do not ever conceal or withhold information.

## DRUGS, MEDICATION & ALCOHOL

BPOC Services is committed to maintaining a safe and healthy work place. Being under the influence of drugs, alcohol or medication on the job may pose serious health risks to both the user and fellow employees.

No team member may use, buy, sell, trade, deliver or be under the influence of any drug, alcohol, medication or controlled substance in or on any BPOC Services or client facility, vehicle, parking lot or property at any time.

Reporting to work with measurable quantities of drugs, alcohol or controlled substances (including marijuana) or being under the influence of alcohol or controlled substances during the course of business is strictly prohibited. Team members who fail to follow this policy will be subject to discipline, up to and including termination of employment.

Any team member who is aware of any alcohol and/or drug use in the workplace by other employees, is required to bring the situation to the attention of management immediately.

## DRUG TESTING

BPOC Services maintains the right to test applicants and team members for drug and alcohol usage. Testing may be done by the collection of a urine, blood, breath, hair or saliva sample. All team members and applicants are subject to drug and alcohol testing at any time. Failure to comply with testing upon request is grounds for termination or rejection for employment.

### Pre-Employment

All BPOC Services offers of employment are subject to and conditioned on the applicant's consent to taking a drug and/or alcohol test and producing a negative test result. If the test is positive or if the applicant refuses to undergo testing, all offers of employment will be withdrawn.

### Reasonable Suspicion

BPOC Services may request or require a team member to undergo drug and alcohol testing if there is reasonable suspicion that the team member:

- Is under the influence of drugs or alcohol while on the job
- Has violated BPOC Services rules prohibiting the use, possession, sale, or transfer of drugs or alcohol while working or operating BPOC Services vehicles or equipment
- Has sustained a personal injury in the course of employment or been involved in the case of another team member's injury while at work

BPOC Services maintains the right to notify the appropriate law enforcement officials if it has reasonable suspicion that a team member is in possession of or has sold or transferred drugs on BPOC Services or client property.

### Random Drug Testing

All BPOC Services team members are subject to random drug and alcohol testing at all times while on the job, without being given prior notice. Employees declining to

participate in testing upon request may be subject to immediate termination of employment.

## WORK SCHEDULES

It is the responsibility of the team member to follow the work schedule given to them by their supervisor. Team members are to be on time to work locations and are to be clocked in at their scheduled time – excuses for tardiness will not be tolerated.

Team members must contact their supervisor as soon as possible if they are not going to make it to work on time or if there is an emergency that is preventing them working that day. The longer the team member waits to contact their supervisor, the more of a burden they puts on other team members that have to cover the scheduled work for that shift.

Team members requesting a day off must have approval of their supervisor and it must be requested at least two-weeks in advance. This is considered an excused day off. Unexcused days off (taking a day off without giving a two week notice) will not be tolerated, except in emergency situations. Calling in sick the day of work will be considered an unexcused absence.

Any team member who fails to work as scheduled for 2 consecutive or non-consecutive work days, who fails to explain absences, or who fails to return from approved absences on the agreed upon date, will be considered to have voluntarily terminated their employment with BPOC Services effective their last day worked.

## REQUESTING TIME OFF

- All time off requests must be in writing and given to your supervisor for approval at least two weeks in advance. The Time Off Request Form can be found in the employee links section of the BPOC Services web site at [www.bpocservices.com/employee/](http://www.bpocservices.com/employee/)
- If team member has vacation time or PTO time accrued, they are be required to use this time first, before taking an unpaid day off
- Approval of time off will be at the discretion of management and will depend on the work load and the ability to cover the shift by other team members

## ATTENDANCE & ABSENTEEISM

The Company expects its team members to report to work on time. While we recognize that there are circumstances that may cause a team member to be absent from work, absences must be kept to a minimum in order to provide our customers with steady, quality service. Therefore, management retains the right to deny authorization of any requested absence, the right to investigate any absence, and the right to take disciplinary measures up to and including dismissal for excessive or unapproved

absence. BPOC Services has developed this policy to ensure that all team members are treated in an equitable manner and that company production will not suffer due to absenteeism. Frequent absence causes hardship for other employee and will not be tolerated. This policy applies to all team members.

## CONTACTING YOUR SUPERVISOR

In situations where a team member will be absent or late, they must call management as soon as they are aware, but no later than 30 minutes after their scheduled start time. Team members are required to have their supervisor's cell phone number and the company owners cell phone numbers and available to them at all times.

If a team member needs to call in because they will be late or cannot make it to work, they must call their supervisor first. If there is no answer, a voice message must be left and they must then call owner Tom Manion's cell phone number. If there is no answer, a second voice message must be left and they must then call owner Adrian Hilde's cell phone number. If this call is not answered, a third voice message must be left.

All voice messages should explain why the team member is going to be absent or late and when they expect to return to work. Note - It is the employee's responsibility to ensure that proper notification is given and received by their supervisor and/or company owners.

## ABSENCE & TARDINESS

***Excused Absence*** – Any time a team member requests time off by giving a two weeks written notice, approved by management, is considered an excused absence.

***Unexcused Absence*** – Any team member absence that has not been requested with two weeks advance notice.

**Tardiness** exceeding 30 minutes or more must be called into your supervisor. All team members are responsible for recording their absence and tardiness accurately on their timesheets. Excessive absenteeism or tardiness is not excused simply by calling in advance. An unreported absence of 2 or more consecutive or non-consecutive days is considered a voluntary resignation dating back to the last day worked. Excessive absenteeism or tardiness, or failure to accurately report hours worked and not worked, will be reflected on performance reviews and is subject to disciplinary action up to and including termination of employment.

## TIMEKEEPING PROCEDURES

Accurately recording time worked is the responsibility of every team member. Federal and state laws require BPOC Services to keep an accurate record of time worked in order to calculate each team member's pay and benefits.

BPOC Services provides each team member with access to an online, phone-in timekeeping system for recording hours worked. The timekeeping system tracks each employee's time to the minute.

Each team member must call into the timekeeping system when starting work or returning from a meal break, and record when ending work or when going on a meal break. *Time worked is defined as the time actually spent performing the job.* Each team member should wait until they are completely ready to perform their assigned duties before recording his or her start time.

If a team member has a missing IN or OUT punch in the timekeeping system, it is their responsibility to fill out a Missed Punch Correction Form which can be found in the employee links section of the BPOC Services web site at [www.bpocservices.com/employee/](http://www.bpocservices.com/employee/) in a timely manner.

Altering, falsifying, tampering with time records, recording time on another team member's time record, or using another team member's time badge will result in disciplinary action for all parties involved.

## OVERTIME

Overtime is to be avoided whenever possible. Non-exempt team members will not work beyond 40 hours per week without prior authorization from their supervisor. Approved overtime hours in excess of 40 hours in a week will be compensated at 1.5 times the employee's normal hourly pay rate. The Company workweek for calculating overtime runs from 12:00 am Sunday morning through 11:59 pm Saturday night.

## BREAKS & MEAL PERIODS

Due to the nature of our business, breaks and lunch periods may vary day to day. Team members are generally authorized to schedule their own time for lunch and break periods, but they should be scheduled between cleaning appointments whenever possible. There may be times when your supervisor may schedule your meal period to accommodate operating requirements. In the absence of a set schedule, it is the employee's responsibility to ensure that they take their breaks.

Team members who work less than 4 consecutive hours do not qualify for a paid break. Team members who work four (4) consecutive hours on a given day, rate one (1) paid 10 minute break, for each four hour block of time worked. Team members who work five (5) consecutive hours on a given day, rate one (1) unpaid 30 minute meal period, for each five hour block of time worked.

Employees will be relieved of all active responsibilities during meal periods and will not be compensated for that time. Employees are required to take breaks and unpaid meal

periods any day in which they work, including weekend days and holidays. You may not skip your meal period in order to compensate for arriving late or leaving early. Do not come back early from your meal period in order to gain extra time or to perform additional work unless specifically requested to do so by your supervisor. Team members are required to keep track of their time and to return back to work on time.

## EMPLOYEE PAY

Team members of BPOC Services are paid on the 1st of each month. The pay period starts on the first day of each month and ends on the last day of each month.

Team members can pick up their paychecks at the BPOC Services office on pay day, between noon and 6:00 p.m. Should the payday fall on a weekend or holiday, paychecks can be picked up on the next weekday (Monday-Friday) between noon and 6:00 p.m.

## PROMOTION

If a team member is promoted to a higher pay grade, they will receive the difference between the two pay grades at the time of promotion. Management may approve pay adjustments depending on experience and performance.

After 90 days, the team member will receive a performance review to determine if they are performing to the required standard. If the team member is not meeting the performance standard, they will then be demoted back to their originally position and their pay rate will be re-adjusted.

## HOLIDAYS

BPOC Services offers all employees two unpaid holidays each year. The two unpaid holidays are New Year's Day & Christmas Day.

## SICK LEAVE

A team member is to contact their supervisor when sick or when leave is needed due to illness. Calling in sick the day of work will be considered an unexcused absence.

When work is missed, it is the team member's responsibility to keep their supervisor informed as to when they will return to work. A medical statement from a doctor may be required when a team member is absent from work for more than two consecutive days.

Team members are required to take any and all available PTO (paid time off) during a sick leave. Any leave extending beyond PTO benefits will be handled as unpaid time off.



## MEDICAL LEAVE

Full time team members who have over 12 months of continuous employment at BPOC Services and who are unable to work for 10 or more days due to a medical condition, are eligible for unpaid Medical Leave. Upon request and with appropriate medical documentation, these individuals will be granted a leave of absence for the duration of their illness or disability, provided such period does not exceed 6 weeks.

Prior to returning to work, team members are required to obtain a doctor's release specifically stating that the team member is capable of performing their normal duties or assignments without limitations. Upon return, the company will make an effort but cannot guarantee an employee that the same or a similar position will be available to them. Should the team member's leave extend beyond the maximum leave period, the team member's employment may be terminated.

## BENEFITS

### PAID TIME OFF (PTO) POLICY

It is the policy of BPOC Services to grant time off with pay to provide qualifying team members with periods for rest and recreation, illness, personal days etc. in recognition of services performed. Paid Time Off (PTO) is available to regular full-time team members following their first year anniversary and regular part-time team members following their second year anniversary with BPOC Services and is provided based on the following calculations:

#### Full-Time

- During the first 2 (two) years of employment, PTO time will be earned at the rate of .0192 hours per hour worked. This equates to approximately 40 hours per year for a full time employee working 40 hours per week. Earned PTO can be taken after 1 (one) year of continuous employment.
- During the 3rd (third) through 5th (fifth) years of employment, paid PTO time will be earned at the rate of .0384 hours per hour worked. This equates to approximately 80 hours per year for a full time employee working 40 hours per week.

#### Part-Time

- Earned PTO can be taken after 2 (two) years of continuous employment. PTO time will be earned at the rate of .0192 hours per hour worked for the duration of employment with BPOC. This equates to approximately 20 hours per year for a part time employee working 20 hours per week.

#### NOTES:

- The PTO policy applies to all regular full-time and part-time team members.
- Earned PTO cannot be taken before it is accrued and approved.

- Accrual for full time employees begins on their date of hire and can be used after their one-year anniversary. Accrual for part time team member's begins on their one-year anniversary date and can be taken after their second year anniversary date.

Authorized PTO must be taken within the calendar year it is available, or it will be forfeit. No more than one week of PTO may be taken at one time, except under extraordinary circumstances. Requests for more than one week of consecutive PTO should be submitted to management at least 3 weeks in advance.

PTO is subject to the following additional terms:

- PTO may be used for vacation, personal days, team member illness, or the illness of a team member's dependent
- A PTO day is based on the hours the team member is typically scheduled to work that day, up to a maximum of 8 hours. For example, if a team member is typically scheduled to work a six hour shift, then six hours of PTO will be paid for that day
- Non-exempt team members must take their PTO time in hourly increments. Exempt team member PTO must be taken in full or half day increments
- A team member may not take PTO in advance of earning the time off
- Requests for PTO should be made in writing to management at least 2 weeks in advance of the time off, unless used for an emergency or illness
- Every effort will be made to accommodate team members' PTO requests. However, management reserves the right to arrange PTO schedules in order to meet our client and operational needs
- Unused PTO pay will be forfeited unless a two-week notice is given upon notification of resignation. Vacation pay will also be forfeited upon involuntary termination.
- Team members who provide notice of resignation are not eligible to take PTO during the resignation period

## IRA RETIREMENT PLAN

BPOC Services has established a SIMPLE IRA (Savings Incentive Match Plan) for Team members. To participate in the plan, team members must have earned \$5000 or more during any 2 calendar years, preceding the current calendar year.

An eligible team member may contribute to the plan on a tax-deferred basis, through payroll deductions. The Company will make a matching contribution to each eligible team member's SIMPLE IRA equal to the team member's contribution up to a limit of 3% of the team member's compensation for the calendar year.

Federal rules and regulations governing IRA plans change each year. Employees are encouraged to contact a company owner for additional IRA plan information.





## FINANCIAL PEACE UNIVERSITY - TUITION REIMBURSEMENT

Owners of BPOC Services are avid supporters of Dave Ramsey's Financial Peace University and wish to promote and share this experience with team members.

After 6-months of employment, BPOC Services team members are eligible for up to \$100 of tuition reimbursement for attending Financial Peace University. Team members can choose to attend the online course or attend a locally scheduled class to qualify for this benefit. Employees are encouraged to contact a company owner for additional information.

## JURY DUTY

BPOC Services encourages team members to fulfill their civic responsibilities when they are called to jury duty. All team members are provided an unpaid leave of absence to serve as a juror or to attend court for prospective jury service.

Team members must notify management of the jury duty absence as soon as possible after receiving the jury summons. Team members may be requested to provide a copy of the summons.

Team members are expected to work as many hours as possible during a team member's release from jury duty, on those days court is recessed for all or part of a day, or if jury services are not required.

## ANNIVERSARY DATE

A team member's anniversary date is defined as their first day on the job with the company and annually thereafter. If a team member takes an extended leave or is rehired, their anniversary date may be adjusted or reset to the first day they return to work.

## JOB DESCRIPTIONS

The purpose of a Job Description is to define a position's duties and set requirements for filling the position. The following positions are detailed:

- Cleaning Specialist I
- Cleaning Specialist II
- Supervisor
- Operations Manager

## CLEANING SPECIALIST I

*Reports to:* Supervisor

*Lines of Promotion:* Cleaning Specialist Level II

*Qualifications:* Prior Cleaning experience preferred

*Responsibilities:*

- General cleaning, including, but not limited to: trash removal; dusting; cleaning restrooms, break rooms, offices, conference rooms; sweeping and mopping floors; vacuuming floors; window washing; other duties as assigned.
- Specific duties may vary depending on the List of Specifications required by the client at each location
- Completing work to standard
- Being to work on scheduled days and hours

BPOC Services will train the team member on the proper guidelines, procedures and use of chemicals and equipment during initial training, and on an ongoing basis. Team members are expected to follow the guidelines and procedures as outlined.

## CLEANING SPECIALIST II

*Reports to:* Supervisor

*Lines of Promotion:* Supervisor

*Qualifications:*

- Knowledge of general cleaning, hard floor care, carpet care, upholstery cleaning and window washing
- Driving record with no major offenses
- Must own a vehicle in good working order

*Responsibilities:*

- General cleaning, including, but not limited to: trash removal; dusting; cleaning restrooms, break rooms, offices, conference rooms; sweeping and mopping floors; vacuuming floors; window washing; buffing floors; stripping and waxing floors; stone care; carpet cleaning; carpet spotting; upholstery cleaning; other duties as assigned
- Specific duties may vary depending on the List of Specifications required by the client at each location
- Completing work to standard
- Being to work on scheduled days and hours
- Must own a vehicle in good working order
- Driving record with no major offenses
- Ability to assist in training new team members, and giving daily direction and work lists
- Must be able to read and explain MSDS sheets

BPOC Services will train the team member on the proper guidelines, procedures and use of chemicals and equipment during initial training, and on an ongoing basis. Team members are expected to follow the guidelines and procedures as outlined.

## SUPERVISOR

*Reports to:* Operations Manager

*Lines of Promotion:* Operations Manager

### *Qualifications:*

- Ability to provide supervision and training of new team members, as well as give daily direction and work lists
- A sense of urgency to complete tasks
- Total knowledge of commercial cleaning, hard floor care, carpet care, upholstery cleaning, carpet spotting and window washing
- Driving record with no major offenses
- Must be able to read and explain MSDS sheets
- Must be able to work without supervision
- Must show good leadership skills

### *Responsibilities:*

- Responsible for locations assigned by Operations Manager
  - Perform building walk-through's and inspections
  - Training of new team members
  - Work with management on performance appraisals
  - Assign daily direction and work lists
  - Assist management in writing team member reviews
  - Replenish supplies
  - Maintain and repair equipment
  - Inspect completed work for conformance to standards
  - Fill in for absent team members
  - General cleaning, including, but not limited to: trash removal; dusting; cleaning restrooms, break rooms, offices, conference rooms; sweeping and mopping floors; vacuuming floors; window washing; buffing floors; stripping and waxing floors; stone care; carpet cleaning; carpet spotting; upholstery cleaning; other duties as assigned
- Specific duties may vary depending on the List of Specifications required by the client at each location

This position is a salaried exempt position and comes with a company car, gas card, retirement plan, and 2 weeks of paid PTO

## OPERATIONS MANAGER

*Reports to:* Owner

## *Qualifications:*

- Management experience
- Customer relations experience
- Sales skills
- Total knowledge of commercial cleaning, including, but not limited to: trash removal; dusting; cleaning restrooms, break rooms, offices, conference rooms; sweeping and mopping floors; vacuuming floors; window washing; buffing floors; stripping and waxing floors; stone care; carpet cleaning; carpet spotting; upholstery cleaning;
- Must be dependable and be able to have flexible hours and work rotating shifts if necessary
- Must have good communication skills and be able to speak clearly and correctly
- Must be able to work without supervision
- Must be able to work under pressure
- Must show good leadership skills
- Must be able to meet the rigors of the job
- Must demonstrate a sense of urgency in completing tasks
- Must be knowledgeable in personnel and business problem solving
- Must be able to conduct team member interviews and perform team member orientations
- Must have experience in hiring, promoting/demoting and terminating team members
- Must have a good driving record with no major offenses
- Must have good writing/spelling skills
- Must have good computer skills
- Knowledge of identifying surfaces and making recommendations for proper cleaning methods, systems and equipment

## *Responsibilities:*

- Responsible for specified locations and team members working in those locations
- Perform building walk-through's and inspections
- Responsible for operational activity: planning, directing, organizing and controlling all production
- Schedule work and provide overall account management
- Screen and hire job applicants, interview job applicants, and perform orientations
- Ensuring adequate supplies are available and accounted for
- Client contact, customer relations, quoting prices for customers
- Solving any problems/concerns that might arise
- New account set up
- Handle any complaints, concerns or questions from customers
- Plan and prepare team member work assignments
- Team member record keeping
- Communicate with team members in order to resolve performance and personnel problems, and to discuss company policies Refer matter to owner when appropriate

- Perform or assist with cleaning duties as necessary
- Completing reports; accident, incident, damage, etc

This position is a salaried exempt position and comes with a company car, gas card, retirement plan, and 2 weeks of paid PTO

## PERFORMANCE EVALUATIONS

BPOC Services strives to provide opportunities for all team members to further their skill and abilities. Team member performance will typically be evaluated during their orientation period and at least annually thereafter.

Performance reviews serve as both an opportunity for team members to share their insights into their skills, performance, and responsibility, as well as provide feedback as to how BPOC Services is supporting their professional growth and development. Reviews are also an opportunity for management to identify and communicate the team members' strengths and areas that require further development.

## EVALUATION SCHEDULE

At 90 days, the team member is given a performance review where it is decided whether or not to make them a regular team member. Thereafter, Performance Reviews will be given once per year on the team member's anniversary date.

Supervisors may conduct informal, formal or written performance evaluations at any time to advise team members of their job performance or to address disciplinary issues or concerns.

## MERIT INCREASES

There are no automatic pay increases. Any increases to an employee's wage are based on their performance review, reliability and rating. When awarded, wage increases take effect with the start of the next pay period. Wage increases are reserved for team members who show skill improvement and higher than average performance, reliability and dedication.

## CORRECTIVE COUNSELING

Corrective counseling is at the discretion of management and may be initiated when BPOC Services believes that a team member's performance issues can be resolved through guidance and counseling.

## VERBAL COUNSELING

As the first step in correcting unacceptable performance, the supervisor should review pertinent job requirements with the team member to ensure their understanding. The supervisor should consider the severity of the problem, the team member's previous performance appraisals and all circumstances surrounding the particular case.

If the problem continues, the second step is to define the problem in more specific terms and work with the team member to identify the requirements for performance improvement. The seriousness of the performance or misconduct should be indicated by stating that a written warning, probation or possible termination could result if the problem is not resolved. The team member should be asked to review what has been discussed to ensure their understanding of the seriousness of the problem and corrective action necessary. Immediately after the second step in verbal counseling, the supervisor should document the verbal counseling for future reference.

## WRITTEN COUNSELING

If the unacceptable performance or behavior continues, the next step should be a written warning. Circumstances such as a violation of policy or safety requirements may justify a written warning without first using verbal counseling. The written warning defines the problem and how it may be corrected. The seriousness of the problem is again emphasized, and the written warning shall indicate that probation or termination may result if improvement is not observed. Written counseling becomes part of the team member's personnel file.

## PROBATION

If the problem has not been resolved through written counseling, and/or the circumstances warrant it, the individual should be placed on probation. Probation is a serious action in which the team member is advised that termination will occur if improvement in performance or conduct is not achieved within the probationary period.

The team member's supervisor, after review of the team member's corrective counseling documentation, will determine the length of probation. Typically, the probation period should be at least two weeks and no longer than 60 days, depending on the circumstances. The supervisor prepares a written probationary notice to the team member. The notice should include a statement of the following:

- The specific unsatisfactory situation
- A review of oral and written warnings
- The length of probation
- The specific behavior modification or acceptable level of performance
- Suggestions for improvement
- A scheduled counseling session or sessions during the probationary period

- A statement that further action, including termination may result if defined improvement or behavior modification does not result during probation. "Further action" may include, but is not limited to reassignment, demotion or reduction in pay

The supervisor should personally meet with the team member to discuss the probationary letter and answer any questions. The team member should acknowledge receipt by signing the notice. If the team member should refuse to sign, the supervisor may sign attesting that it was delivered to the team member and identifying the date of delivery. The probationary letter becomes part of the team member's personnel file.

On the defined probation counseling date or dates, the team member and supervisor will meet to review progress in correcting the problem that led to the probation. Brief written summaries of these meetings should be prepared. Should probation be completed successfully, the team member should be commended, though cautioned that any future recurrence may result in further disciplinary action and/or termination.

## INVOLUNTARY TERMINATION

All terminations are to be treated in a confidential and professional manner. In the event that a team member must be involuntarily terminated, the supervisor will prepare the notice of termination and notify the team member that their employment has ended. The supervisor and team member will discuss and agree on how and when company property in the team members possession will be returned.

Involuntary termination is reserved for those cases that cannot be resolved by corrective counseling or in those cases where a major policy or safety violation has occurred.

## DISCIPLINE & POLICY VIOLATIONS

Each team member should have a general awareness of the behavior expected of them during their employment at BPOC Services. The following are violations for which corrective counseling, performance improvement or other disciplinary action may be taken, and are not limited to these examples.

- Failure to notify supervisor of intended absence either before or within one hour after the start of a shift
- Excessive tardiness and/or absenteeism
- Failure to observe working hours such as the scheduled starting and ending times
- Unsatisfactory job performance
- Interfering with another team member's job performance
- Performing personal work on company time
- Unauthorized use of the telephone or equipment for personal business
- Allowing unauthorized people (ie: friends or relatives) on the property of client's property



- Knowingly performing unsafe acts such as standing on a chair instead of using a ladder or extension pole
- Repeated occurrences of related or unrelated violations depending upon the severity of the violation and the circumstances
- Willfully disregarding company policies or procedures
- Willfully falsifying any company records
- Falsification of timecard
- Failing to report to work without excuse or approval of supervisor
- Fighting on company or client's premises
- Bringing firearms or weapons onto the company or client's premises
- Abusive or obscene language, discourtesy toward customers or other team members
- Sexual harassment
- Refusal to complete job assignments
- Insubordination
- Use of drugs or alcohol If used prior to your shift you will be terminated Use of drugs or alcohol while working is strictly prohibited and team member will be immediately terminated
- Any act which might endanger the safety or lives of others
- Departing premises during working hours for personal reasons without the permission of the supervisor/manager
- Sleeping during work hours
- Deliberately using, stealing, destroying, abusing or damaging company property, client's property, tools, equipment or the property of another team member
- Removal of company or client property This is considered theft and will result in immediate termination
- Opening or going through any part of a customer's desk, drawers, cabinets, etc
- Disclosure of confidential company or client information or trade secrets to unauthorized persons
- Leaving a client location unlocked

## RESIGNATION

Employment with BPOC Services may be terminated through voluntary resignation by the team member at any time. Team members resigning are required to inform their supervisor in writing at least 2 weeks prior to the effective termination date.

Upon receipt of a team members notice of resignation, their supervisor will coordinate any schedule changes or modifications required to prepare and transition for the employees departure. This will include coordinating the return of all company property including keys, uniforms, manuals, computers, phones, etc and any other company property in the team member's possession.



Final wages will be paid to all terminated or laid off team members on the next regularly scheduled payday, provided they have returned and accounted for all company property assigned to them or in their possession.

Team members who resign and fail to give 2 weeks written notice or who are involuntary terminated, will forfeit any accrued but unused vacation pay or PTO (paid time off) when they leave the company.



## TEAM MEMBER HANDBOOK ACKNOWLEDGMENT

\_\_\_\_\_  
Print Team Member Name

I hereby acknowledge receipt of a hard copy or electronic copy of the BPOC Services Team Member Handbook, and understand that it is my responsibility to read and become familiar with its contents.

I understand that this handbook is not a contract, does not contain all of the BPOC Services policies and procedures, and that BPOC Services reserves the right to change, modify, suspend, interpret, or cancel, in whole or in part, any of its published or non-published policies, practices and procedures without advance notice.

I agree that this handbook supersedes all prior handbooks and any information, policies, statements or promises, whether written or verbal, previously received from or made to me by BPOC Services.

I also understand that nothing in this handbook modifies the at will employment relationship between me and BPOC Services, and that I have the right to terminate my employment at any time for any or no reason and that BPOC Services retains the same right.

I understand the sensitive nature of the confidential information I will receive related to the organization as well as our customers and agree to maintain this confidentiality during and following my employment with BPOC Services.

I agree in accepting or continuing employment with BPOC Services to abide by its policies, procedures and practices and understand that failure to comply with these may result in my dismissal.

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## CONFIDENTIALITY AGREEMENT

It is understood and agreed that Team Members may at times have access to sensitive company and client information. As a condition of employment, all Team Members must agree to ensure the protection of such information, and to preserve the confidentiality both while employed and post employment with BPOC Services.

1. For purposes of this Agreement, "Confidential Information" shall mean any and all non-public information, including, without limitation, marketing, sales, operating, performance, cost, know-how, business plans, business methods, company client lists and financial information.
2. All Confidential Information disclosed to Team Members will be used solely for Company Purpose and for no other purpose whatsoever. Team Members agree to protect the confidentiality of such information with the same degree of care with which they would expect their own information to be protected.
3. Team Members agree not to disclose the confidential information to anyone outside of BPOC Services unless required to do so by law.
4. In the event that the Team Member breaches this Agreement, or in the event that a breach appears to be imminent, BPOC Services shall be entitled to all legal and equitable remedies afforded it by law, and in addition may recover all reasonable costs and attorneys' fees incurred in seeking such remedies.
5. If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

**WHEREFORE**, the parties acknowledge that they have read and understand this Agreement and voluntarily accept the duties and obligations set forth herein.

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Team Member Signature

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Date

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Supervisor Signature

---

Date



## NON-COMPETE AGREEMENT

For good consideration and as an inducement for Bellingham Professional Office Cleaning (BPOC) to employ\_\_\_\_\_, the undersigned Employee hereby agrees not to directly or indirectly compete with BPOC and its successors and customers during the period of employment. Employee also agrees not to directly or indirectly compete with BPOC and its successors and customers for 1 year following dissolution of employment of BPOC notwithstanding the cause or reason for termination.

The term "not compete" as used herein shall mean that the Employee shall not own, manage, operate, consult or to be employee in a business substantially similar to or competitive with the present business of BPOC or such other business activity in which the Company may substantially engage during the term of employment.

The Employee acknowledges that BPOC shall or may in reliance of this agreement provide Employee access to trade secrets, customers and other confidential data and good will. Employee agrees to retain said information as confidential and not to use said information on his or her own behalf or disclose same to any third party.

This agreement shall be binding upon and inure to the benefit of the parties, their successors, assigns, and personal representatives.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date



## DRUG AND ALCOHOL POLICY ACKNOWLEDGMENT

I \_\_\_\_\_, acknowledge that I have seen and read the drug and alcohol policy of BPOC Services.

I also acknowledge that BPOC Services maintains the right to test applicants and team members for drug and alcohol usage. All team members and applicants are subject to drug and alcohol testing at any time including the following circumstances:

Pre-Employment, Reasonable Suspicion, Routine Physical Examination and Random Testing.

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## DRESS CODE & PERSONAL APPEARANCE FORM

All personnel employed by BPOC Services must be neat, clean and in the appropriate uniform at all times when on the job. Uniforms consist of BPOC Services issued shirts, sweatshirts, coats, and hats. Any team member failing to present a professional appearance or reporting to work out of uniform may be sent home to change.

Good personal hygiene habits are a must. Neat and appropriate grooming is required. No strong perfumes or aftershave.

Use good taste in dress such as clean jeans or walking shorts [no holes or cut-offs]. Sneakers or rubber-soled shoes are recommended – no open-toed shoes are allowed.

**Inappropriate attire includes:** Ripped, torn or faded jeans, sweat pants, clothing with offensive messages, leggings or spandex pants, revealing or tight-fitting clothing.

I, \_\_\_\_\_ have been issued #\_\_\_\_\_ (sm, med, lrg, xxl) BPOC Services shirts to be worn while working for BPOC Services. I am responsible for the care and cleaning of my uniform. At the time of my resignation or termination from BPOC Services, I will return all uniforms I have received to the company within 3 working days.

I understand that each individual shirt assigned to me has a replacement value of \$20 and that the loss of a shirt, or failure to return a shirt, may result in their value being billed to me and deducted from my pay check(s). I further understand that I may be turned into collections if I fail to repay BPOC Services in full for unreturned uniform items.

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## EQUIPMENT POLICY FORM

ALL team members are expected to exercise due care in their use of company property and equipment, and to only for authorized purposes. Willful misuse or negligence in the care and use of company property will be considered cause for suspension and/or dismissal. Unauthorized removal of company property from the premises or company vehicles or its conversion to personal use, will be considered cause for suspension and/or dismissal.

It is the team member's responsibility to clean and care for equipment assigned to them. Faulty equipment is to be reported to your supervisor immediately.

Team members may be required to transport equipment to a customer's location when necessary.

I \_\_\_\_\_, have been given the following equipment to use during my employment at BPOC Services:

- |                                                               |                                                        |
|---------------------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Trash Can with Wheel Base and Lid    | <input type="checkbox"/> Toilet Cleaner Squeeze Bottle |
| <input type="checkbox"/> Mop Bucket, Mop Head, and Handle     | <input type="checkbox"/> 2 Portion Bottles             |
| <input type="checkbox"/> Flat Mop, 2 Mop Heads, and 2 Bottles | <input type="checkbox"/> Caddy                         |
| <input type="checkbox"/> Vacuum Cleaner                       | <input type="checkbox"/> Cell Phone # _____            |
| <input type="checkbox"/> Microfiber Towels # _____            | <input type="checkbox"/> Vehicle vin# _____            |
| <input type="checkbox"/> Spray Bottle                         | <input type="checkbox"/> Uniforms _____                |
| <input type="checkbox"/> Scrub Brush                          | <input type="checkbox"/> Gas Card # _____              |

Team members must read and understand the warning labels on all cleaning chemicals that you will be using at BPOC Services and follow all safety measures on the labels MSDS (Material Safety Data Sheets) are located in the office or company vehicles Team members must understand that chemicals are not to be mixed

I understand that the equipment assigned to me has a replacement value of \$1200 and that the loss of equipment or failure to return equipment, may result in their value being billed to me and deducted from my pay check(s). I further understand that I may be turned into collections if I fail to repay BPOC Services in full.

I have read and understand the rules regarding the use of equipment

\_\_\_\_\_  
Team member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## POSSESSION OF KEYS FORM

Upon termination with BPOC Services, keys will be turned into the company in the following manner:

- *Involuntary termination* – All keys will be given to a Supervisor or Owner at the time of termination
- *Voluntary termination* – If the team member gives BPOC Services notice of termination, all keys will be turned in to a Supervisor/Owner on the last day worked, or sooner if requested
- *Quit without Notice* – If the team member calls/texts BPOC Services to quit without giving notice, the team member must immediately turn in all keys to the office, their Supervisor or an Owner. If the team member does not show up for work and does not call with a satisfactory explanation, that team member will be immediately terminated and all keys must be turned in within 12 hours of the team members scheduled shift
- *If you lose a key or keys issued to you, team members must report it to your Supervisor or an Owner immediately*

I, \_\_\_\_\_ have been given keys to the following:

### Client Name

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

I understand that each individual key assigned to me has a replacement value of \$250 per/key and that the loss of a key (or keys), or failure to return a Key (or Keys), may result in their value being billed to me and deducted from my pay check(s). I further understand that I may be turned into collections if I fail to repay BPOC Services in full.

I, \_\_\_\_\_ have been given the following to use during my employment with BPOC Services and understand the above policy

\_\_\_\_\_  
Team member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date





## TIME OFF REQUEST FORM

Check one: \_\_\_\_\_ Request for Paid Time Off

\_\_\_\_\_ Request for Un-Paid Time Off

Required: \_\_\_\_\_ Number of Days Off Requested

\_\_\_\_\_ Starting Date

\_\_\_\_\_ Ending Date

\_\_\_\_\_ Return to Work Date

Reason:

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\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approved By - Supervisor Signature

\_\_\_\_\_  
Date



## REQUEST FOR MEDICAL / MILITARY LEAVE OF ABSENCE

I, \_\_\_\_\_ request a Medical / Military Leave of Absence

Starting \_\_\_\_\_ Ending \_\_\_\_\_

The Leave of Absence is requested for the following reason:

---

---

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---

\_\_\_\_\_  
Team Member signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Approved By - Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date Returned to Work

\_\_\_\_\_  
Date of next Performance Review



## PERFORMANCE APPRAISAL FORM

\_\_\_\_\_  
Team Member Name

\_\_\_\_\_  
Job Title

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Review Date

The following scale should be used in evaluating the team member's performance when compared to the norm of his or her position.

[3] *Above Requirements* – Team member consistently meets, and in many instances exceeds, established standards set by the home specifications and by management. Team members that receive this rating need little supervision and direction. They show initiative and are able to plan ahead to get their job done in the most efficient manner without having to be reminded to perform daily or periodic tasks.

[2] *Meets Requirements* – Team member meets established standards set by the home specifications and by management. Team members that receive this rating need average direction and need occasional reminders to perform daily or periodic tasks.

[1] *Below Requirements* – Team member meets established standards in some instances, but lacks consistency and needs supervision. Team members that receive this rating need to improve their level of performance to comply with the home specifications, quality assurance guidelines and management requirements.

### **Performs Basic Skills - Rating \_\_\_\_\_**

[Trash, restrooms, mopping, dusting, vacuuming, etc.]

Does team member need to be reminded regularly of responsibilities? Or does team member have a thorough understanding of responsibilities and never needs reminding?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Performs Detail Cleaning - Rating \_\_\_\_\_**

[Detail vacuuming, high & low dusting, blinds, detail restrooms]

Is team member able to do the detailing? Do they only do detailing when asked by supervisor?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Performs Basic Skills for Specialized Cleaning Tasks - Rating \_\_\_\_\_**

Client Specific (Buffing, stripping, waxing, window washing, carpet spotting & cleaning)

Does team member know basic skills?

Can team member perform tasks without supervision?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Organization, Care, Cleanliness of Equipment - Rating \_\_\_\_\_**

Vacuum Bag emptied regularly?

Cleaning catty in order?

Cord ends missing from power cords?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Quantity of Work & Meets Deadlines - Rating \_\_\_\_\_**

Does team member regularly go over on time allowed to clean?

Does team member use extra time to their advantage?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Amount of Supervision & Follow-up Needed - Rating \_\_\_\_\_**

Does team member need improvement and /or additional training?

Does team member need more than normal supervision? Does team member need very little supervision?

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
**Communication - Rating \_\_\_\_\_**

Does team member communicate with supervisor or manager on a regular basis?

Does team member inform supervisor of equipment or job site problems right away?

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Teamwork & Cooperation - Rating \_\_\_\_\_**

Is team member willing to help out where needed without complaint or do they perform only what is required?

Does team member get along well with co-workers?

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Safe Work Habits - Rating \_\_\_\_\_**

Does team member use proper lifting techniques?

Does the team member use proper care when using & handling chemicals?

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Understanding Company Policies - Rating \_\_\_\_\_**

Does team member know and understand company policies?

Has team member ever been warned about failing to comply with company policy?

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Conduct & Appearance - Rating \_\_\_\_\_**

Does team member always report to work in a BPOC Services shirt and proper foot wear?

Does team member conduct him/herself in a professional matter while on duty?

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Dependability, Attendance & Punctuality - Rating \_\_\_\_\_**

Does team member have poor attendance? Does he/she have excellent attendance?

Does team member give a two week notice for days off?

Comments:

## BPOC Building Services

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Areas Needing Improvement:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Summary of Evaluation:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Team member Comments:**

Performance Review Date: \_\_\_\_\_

Performance Merit Review Date: \_\_\_\_\_

Next Merit Review Date: \_\_\_\_\_

Overall Rating: \_\_\_\_\_

New Wage: \_\_\_\_\_

Amount of Increase: \_\_\_\_\_

Effective Date: \_\_\_\_\_

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date



## COUNSELING / INCIDENT REPORT FORM

\_\_\_\_\_  
Name of Team member

\_\_\_\_\_  
Date

\_\_\_\_\_  
Location [s]

\_\_\_\_ Verbal \_\_\_\_ Written

The following incident / behavior have been observed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The standards of expected performance / behavior are:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

These standards are important because of the following impact on the work to be done:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You can expect the following consequences if the above standards are not followed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

These matters will be reviewed within \_\_\_\_\_ days.

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date





## TERMINATION STATEMENT

\_\_\_\_\_  
Date

\_\_\_\_ Voluntary Termination  
\_\_\_\_ Involuntary Termination

I, \_\_\_\_\_ do hereby give my two week notice of termination of employment.

My last day of work will be \_\_\_\_\_

Reason for Termination:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Performance History:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective efforts taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional information or comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Forwarding Address:

\_\_\_\_\_

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date

## ACCIDENT / INJURY REPORT FORM

This is a report of an:

- ☐ First aid injury
- ☐ Injury needing medical attention
- ☐ Damage to equipment or property

Briefly describe the accident or injury:

Briefly describe the first aid or medical attention required:

Who witnessed the accident or injury and who provided assistance:

Have you seen this event happen before at this company?

What could have been done to prevent it from happening? What changes should be made to prevent this from happening again?

\_\_\_\_\_  
Team Member Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## VEHICLE USE POLICY

### USE OF VEHICLE

You have been provided a company vehicle primarily to assist you in your job. Its use is strictly limited to business purposes. It may not be used for personal reasons. From time to time, you may have a need to carry business associates; however, transporting or loaning the vehicle to anyone else is in violation of company policy.

### VEHICLE CARE

All company-provided vehicles are designated as “non-smoking” areas. You are expected to keep your vehicle in a clean, well-maintained condition.

### MAINTENANCE AND REPAIR

Neglecting to maintain a vehicle could result in the driver being charged for any resulting repairs. Unusual wear and tear above industry average or neglecting to maintain your company-provided vehicle may result in the loss of your vehicle and further disciplinary action. It is the driver's responsibility to alert management when the scheduled maintenance is required.

- Change oil every 5,000 miles
- Keep tires inflated to the proper PSI rating
- Check for fluid leaks on a daily basis
- Frequently inspect belts and hoses for cracks, leaks or loose fittings

At least once per month drivers should inspect all safety related equipment, including headlights, taillights, brake lights, turn signals, running lights, license plate lights, tire tread for proper tread depth, windshield wipers and horn operation.

This policy has been prepared as an orientation on what is expected of you in the operation and maintenance of your company vehicle. BPOC will provide you with safe, dependable transportation. In turn, you are entrusted to use good judgment and have a complete understanding of the responsibilities involved, both of which are necessary to continue to drive a company-provided vehicle on company business. Any driver of a company vehicle (or driving on company business in any manner) must meet the following requirements:

- Possess a valid driver's license
- Maintain an acceptable driving record
- Follow the guidelines stated in this policy at all times

## ACCIDENTS

A valid insurance card and vehicle registration shall be carried in the vehicle at all times. In the event that you are involved in an accident, please follow these instructions:

1. When an accident involves another vehicle, obtain the following information:

- Driver's name (and owner's name if different from the driver)
- Address
- Telephone number
- Name of insurance company and policy number
- VIN, vehicle year, make and model
- Vehicle license plate number

2. Call the police and if possible, obtain names, addresses and telephone numbers of any witnesses, as well as badge number, department name and address of any investigating law enforcement agency.

3. Identify yourself and show your driver's license and insurance identification card. Do not discuss insurance policy. Do not assume the blame for the accident and, above all, do not agree to any settlement.

4. Cooperate with the investigating law enforcement officers. Answer their questions factually and avoid commentary beyond that. Do not insist that a citation be issued to the other operator. Despite your opinion, the officer may be trying to decide responsibility for the accident and an overly aggressive attitude on your part may result in a decision against you. In a given situation, the officer might ask if you want a citation issued to the operator. If so, answer in the affirmative and explain that this is your company's preference.

5. Note if there are any injuries reported by anyone involved in the accident.

6. It is your responsibility to notify management as soon as possible.

7. If an adjuster or any other representative from the other driver's insurance company contacts you for a statement (either written or recorded), refer that person to BPOC management.

8. If it is determined that the BPOC driver is at fault, you will be financially responsible for the first \$500 in physical damage.

9 If you are found to be under the influence of drugs or alcohol at the time of the accident, regardless of whether you are found at fault or not, your employment will be terminated.

## TRAFFIC AND PARKING VIOLATIONS

Three minor violations within a 3-month period will result in loss of company-provided vehicle. It may also subject you to further disciplinary action, including possible employment termination. Minor violations include:

- Speeding less than 14 mph over the limit
- Failure to wear seat belt
- Failure to stop at a stop sign or stop light

If you receive a major driving violation conviction, it will result in loss of company-provided vehicle and you will lose the privilege of driving on company business in any manner. It may also subject you to further disciplinary action, including possible employment termination. Major violations include:

- Driving under a suspended or revoked license
- Hit and run or leaving the scene of an accident
- Vehicle theft due to negligence (including failure to park the vehicle in a secure, well-lit area or parking garage, failure to lock doors, leaving keys in plain view, or leaving a vehicle running while unattended)
- Vehicular manslaughter, homicide or assault arising out of the operation of a motor vehicle
- Use of false motor vehicle documents, such as license or registration
- Failure to obey school crossing guard or any school bus violation
- Passing on the wrong side, on a hill or where prohibited
- Reckless, careless or negligent driving
- Driving on the wrong side of a divided highway
- Participating in racing or a speeding contest
- Driving while under the influence of alcohol, even if under the legal limit; driving while intoxicated at the legal limit or above; and/or driving while under the influence of drugs, whether prescription drugs or any controlled/illegal substances
- Implied consent or refusing the sobriety test
- Speeding more than 15 mph over the limit
- Eluding a police officer
- Failure to keep an acceptable motor vehicle record

Each driver is responsible for prompt payment of any fine incurred as a result of unlawful operation or illegal parking of the company vehicle. If an unpaid fine reaches judgment status, the fine plus a \$25.00 penalty will be deducted from your paycheck.

## AUTO SAFETY

It is company policy that seat belts be used at all times. Avoid all distraction. Concentrate on the other driver by assuming that person will not do what is expected. Consider all vehicles as potential accidents looking for a place to happen. Beware when entering intersections. Always count to two before entering an intersection from a stoplight or stop sign. Signal entry onto freeways. Do not insist on the right-of-way. Assume the other driver will.

During winter driving, use caution. Drivers must operate a vehicle only at a speed appropriate to the road, traffic and weather conditions. Use turn signals for parking, lane changes, and all turns in shopping and office center parking lots. Always keep a full level of windshield washer solvent. Before night driving, wipe off your headlights. If you are wondering whether or not you should turn on your headlights, turn them on.

## CELL PHONE USAGE

- Keep cell phone and blue tooth off while the vehicle is moving.
- Allow voicemail to handle your calls and return them when safe.
- If you need to place or receive a call, pull off the road to a safe location and stop the vehicle before using your phone.
- Inform regular callers of the best time to reach you based upon your driving schedule.
- Under no circumstances is texting while driving allowed.

Any accident resulting from negligence due to phone or hands-free device usage will be subject to the at-fault conditions as described in the accident section of this manual.

## GAS CARDS

If you have been issued a gas card you must obtain receipts each time you fuel your company-provided vehicle. These receipts are to be turned in as frequently as possible, but at least once a month. Gas cards are for company business only and are not to be used on your personal vehicle.

## OTHER VEHICLE POLICIES

Firearms or other weapons are not allowed on owned or leased company premises or clients premises including company vehicles. Possession of weapons on company property by anyone is grounds for termination. Drivers are not to transport any



hazardous material or waste in company vehicles or in any vehicle while on company business unless such hazardous materials are ordinarily handled by the company as part of normal business operations. Non-hazardous materials transported in a company vehicle or in any vehicle while on company business that may potentially cause injury because of sudden impact must be properly secured. Vehicles should be locked anytime that the vehicles are left unattended. Do not leave personal valuables in a company-provided vehicle when unattended. Under no circumstances should radar detectors, laser detectors or any other radar-detecting devices be used in a company vehicle. If you are negligent in the care of a company-provided vehicle resulting in financial loss or excessive repair, BPOC will charge back to you the fair market value of that cost.

## MOTOR VEHICLE RECORD CHECK

Continued eligibility to drive a company-provided vehicle, or driving on company business in any manner, requires each driver to maintain a safe and clean driving record. This means that BPOC reserves the right to review driving records at least once every year.

Note: For team members who drive their own personal vehicles for Company business, the Company's liability insurance is secondary to the team members personal liability insurance. Additionally, such team members are required to possess a valid driver's license and up-to-date insurance coverage.

## VEHICLE ACKNOWLEDGEMENT FORM

I have read and agree to abide by all the policies and procedures in this manual and I understand my responsibilities to drive safely and maintain a safe vehicle. I give permission to BPOC to secure my driving record at any time.

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Team member Signature

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Date

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Supervisor Signature

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Date



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