MARK'S
CLEANING SERVICE

MC Building Solutions

Employee Handbook

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Mark's Cleaning Service, Inc. and MCS Building Solutions
2025 Employee Handbook

Welcome Aboard!

Congratulations, you have joined an elite team of quality professionals who take pride in the work they do.

We have a special environment here because we want to associate ourselves with only those who are truly exceptional and those who have a strong desire to excel. As a member of this team, you are expected to lend your talents and energies to the goal of exceptional customer service. In return, you will have the opportunity to grow and advance on the basis of performance and to develop skills that will serve you well throughout your career.

No one here is perfect. We make mistakes, we misjudge, and we often fall short of our dreams; but we never stop trying. We also insist on having FUN while working as a TEAM to be the absolute BEST cleaning service in our area!

Our Mission:
We empower people to serve their communities by creating clean, healthy environments.

Our Vision:
Become the top service provider in the Midwest.

Our Core Values:

- **C**ommunication
- **H**umility
- **E**xcellence
- **I**ntegrity
- **T**eamwork
- **O**wnership

Always remember to bring your **CHEITO**!

Mark’s Cleaning Service, Inc. DBA MCS Building Solutions

MCS Building Solutions is a Doing Business As (DBA) entity of Mark's Cleaning Service, Inc. While our company has evolved to include a broader range of services under the MCS Building Solutions brand, Mark's Cleaning Services remains the primary entity representing our history, values, and commitment to excellence. Throughout this document, references to "Mark's Cleaning Services" encompass both Mark's Cleaning Service, Inc. and MCS Building Solutions as a unified organization. We are proud of our 40-year legacy of delivering exceptional cleaning and facility services. Thank you for being part of a team dedicated to upholding the standards and reputation we’ve built over decades.

Equal Opportunity

It is Mark’s Cleaning Service, Inc.’s intent to provide Equal Opportunity for all people in employment. It’s the policy of Mark’s Cleaning that all qualified applicants for employment will be recruited, hired and assigned on the basis of merit without regard to race, creed, color, gender, gender identity, age, national origin, disability, genetic information, marital status, or Vietnam Era Veteran status. The employment policies and practices of Mark’s Cleaning have been created, and implemented, to ensure that all qualified employees are treated equally with no discrimination in compensation, opportunities for advancement (including promotions and transfers), training and discipline.

Mark’s Cleaning Service, Inc. will not condone, permit nor tolerate discrimination as described above against employees in any manner whatsoever. Persons who engage in such discrimination will be subject to appropriate discipline up to and including termination of his/her employment.

Employees who believe they have been subject to discrimination should immediately bring it to the attention of their supervisor, Area or Division Manager, Human Resources Manager, CEO or President. Similarly, if you have any question as to whether certain conduct is unlawful discrimination, you are encouraged to speak with any of the individuals mentioned above.

Supervisors who receive complaints about discrimination or who are aware of conduct constituting discrimination are immediately required to notify the Human Resources Manager or CEO/President.

All complaints will be investigated promptly, and the existence and nature of your complaint will be disclosed only to the extent necessary to make a prompt and thorough investigation as may be necessary to take appropriate corrective measures.

In all cases, the person who initiated this procedure will be informed of the findings and disposition of the matter at the conclusion of the investigation. Further, management will ensure that there is no coercion, retaliation, intimidation, or harassment directed against any employee who registers a complaint or serves as a witness on behalf of another employee.

The prohibitions against unlawful discrimination also may apply to non-employees with whom our employees come into contact in connection with their employment with us. Consequently, if you feel discriminated against by a non-employee in connection with your employment, you should use the procedure outlined

Diversity and Inclusion Policy

Purpose
Mark’s Cleaning Service, Inc. is committed to fostering a diverse, inclusive, and respectful workplace where all employees are valued for their unique backgrounds, experiences, and perspectives.

Prohibited Conduct
Discrimination, harassment, or any other inappropriate conduct based on **race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other protected characteristic** is strictly prohibited. Retaliation against anyone who reports concerns is also strictly prohibited.

Initiatives
Our diversity and inclusion initiatives include:

- Inclusive hiring, promotion, and workplace practices
- Ongoing diversity, equity, and inclusion training for all employees
- Encouraging open dialogue, feedback, and participation in workplace initiatives

Reporting Concerns
Employees who experience or witness discrimination, harassment, or other inappropriate conduct should report it promptly to **Human Resources or their direct supervisor**. All reports will be handled promptly, confidentially to the extent possible, and fairly.

Enforcement and Accountability
Violations of this policy will result in disciplinary action, up to and including termination. Supervisors and managers are expected to actively promote and uphold diversity and inclusion standards.

Continuous Improvement
The company will periodically review and update diversity and inclusion initiatives to ensure continued alignment with best practices, legal requirements, and our organizational values.

At-Will Provision

Your employment will be for no definite period, regardless of the period of payment of wages. Your employment is at will and you or the company have the right to terminate your employment at any time with or without notice. **Your employment is for no specific period of time and this handbook does not limit your right or the Company's right to terminate your employment at any time.**

Introductory Period

The first ninety (90) days of your employment are considered an introductory period. The company will closely monitor your performance and attendance during this time to ensure both you and the company are a good fit. During the introductory period an employee may receive no warning prior to termination when absences are excessive or repetitive or the quality of work is not satisfactory.

The terms of your at-will employment do not change after the introductory period, and the introductory period does not limit your right or the rights of the company to terminate your employment at will.

Personal Relationships Policy

Objective
Mark's Cleaning Service strives to maintain a collegial, respectful, and productive work environment. This policy establishes guidelines for personal relationships between employees to prevent conflicts of interest and maintain professionalism in the workplace.

Definition
A *personal relationship* is defined as a romantic or intimate relationship between two employees that is, or has been, ongoing in nature.

Policy
Employees who are engaged in a personal relationship must conduct themselves professionally at all times and ensure that the relationship does not interfere with the work environment, create conflicts of interest, or result in favoritism or perceived bias.

Supervisors, managers, or other employees in positions of authority **may not date, supervise, or make employment-related decisions regarding an employee with whom they have a personal relationship.** Such relationships can create real or perceived conflicts of interest and are therefore prohibited.

Disclosure and Resolution
If a personal relationship develops between employees that may create a potential or actual conflict of interest, both individuals are required to promptly disclose the relationship to the Human Resources Department (or appropriate management representative).

Mark's Cleaning Service will evaluate the situation and may take appropriate steps to eliminate the conflict. Possible actions include reassignment, transfer, change in reporting structure, or other suitable measures. The company will make every effort to reach a mutually acceptable solution; however, if none is possible, the company reserves the right to make the final determination regarding reassignment or continued employment.

Confidentiality
All information disclosed under this policy will be treated as confidential and shared only with those who need to know to make an appropriate employment decision.

Enforcement
Failure to disclose a relationship that creates a conflict of interest, or engaging in a prohibited relationship, may result in disciplinary action, up to and including termination of employment.

Harassment Policy

Policy Statement

Mark's Cleaning Service, Inc. is committed to maintaining a work environment free from all forms of unlawful harassment. Harassment based on any protected characteristic is strictly prohibited and will not be tolerated. This policy applies to all employees, applicants, contractors, vendors, and visitors in any work-related setting, including offices, client sites, business trips, meetings, and social events. Violations of this policy may result in disciplinary action, up to and including termination.

Definitions of Harassment

Sexual Harassment

Sexual harassment is illegal under federal, state, and local laws. In accordance with the Equal Employment Opportunity Commission (EEOC) Guidelines, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal, or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment may include conduct involving individuals of the same or different genders. Examples of prohibited conduct include, but are not limited to:

- Unwanted sexual advances or requests for sexual favors
- Sexual jokes, innuendos, or banter
- Verbal abuse of a sexual nature
- Commentary about a person's body or sexual attributes

- Leering, whistling, obscene gestures, or touching
- Displaying or sharing sexually suggestive images, emails, or messages
- Mocking, demeaning, or offensive remarks pertaining to gender identity or sexual orientation

Harassment Based on Protected Characteristics

Harassment based on any legally protected characteristic is prohibited. These characteristics include, but are not limited to:

- Race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by federal, state, or local law.

Examples of prohibited conduct include:

- Racial or ethnic slurs, epitaphs, or negative stereotyping
- Threatening, intimidating, or hostile acts
- Derogatory jokes
- Displaying or circulating written or graphic material that demeans or shows hostility toward an individual or group (including through email, text, or social media platforms using company equipment or networks)

Covered Individuals and Conduct

This policy applies to all employees, job applicants, subcontractors, vendors, customers, and any other third parties with whom employees interact as part of their job duties.

Complaint Process

1. Reporting Harassment

Employees who experience or witness harassment are strongly encouraged to report the behavior promptly. Reports may be made to:

- The employee's immediate supervisor
- The Human Resources department
- The CEO/President of the company

Employees are also encouraged, when appropriate, to communicate clearly to the offender that their behavior is unwelcome and must stop.

2. Prohibition Against Retaliation

Retaliation against any individual who reports harassment or participates in an investigation is strictly prohibited. Retaliation may be subject to disciplinary action, up to and including termination. Employees who believe they have been retaliated against should report it immediately.

3. False or Malicious Complaints

Knowingly making false or malicious complaints of harassment is prohibited and may result in disciplinary action. Good-faith reports, even if not substantiated by the investigation, will not result in disciplinary action.

Training and Awareness

Mark's Cleaning Service will provide periodic training on harassment prevention, in compliance with federal and applicable state laws, to promote awareness and understanding of employees' rights and responsibilities under this policy.

Policy Administration

This policy is intended to comply with all applicable federal, state, and local laws and may be revised as necessary. Nothing in this policy creates an employment contract or alters the at-will employment relationship between Mark's Cleaning Service, Inc. and its employees

MCS Employee Speech, Communication, and Social Media Policy

At MCS, we value open communication, mutual respect, and a professional workplace. This policy provides guidance on employee speech, workplace communication, and social media use to ensure conduct that reflects our values and complies with applicable laws.

This policy applies to all employees, contractors, and temporary staff of MCS during work hours, on company property, and when representing MCS in any professional capacity.

1. Workplace Speech and Communication

- Communicate respectfully with colleagues, clients, visitors, and vendors.
- Personal opinions should not interfere with others' ability to perform their work or contribute to a hostile environment.
- Discriminatory, harassing, or retaliatory speech based on race, color, religion, sex, national origin, age, disability, or any other protected characteristic will not be tolerated.
- Speech that violates workplace standards may result in discipline or termination, provided it is not discriminatory, retaliatory, or otherwise protected by law.

2. Social Media Use

MCS supports responsible participation in social networks (e.g., Facebook, Instagram, LinkedIn, X/Twitter). Employees must use social media in a way that is professional and consistent with company policies.

Standards:

- Follow the MCS Code of Conduct and all company policies.
- Do not share photos, videos, or information about clients, client property, or proprietary company information without prior authorization.
- Disclose your affiliation with MCS when posting in a professional context.
- When in doubt about whether content may violate this policy, employees should seek guidance from HR before posting.
- Respect intellectual property and give credit where it is due.
- Ensure social media use does not interfere with work duties.
- Remember: online posts are public, permanent, and can have global impact.

Additional Guidelines:

- Reasonable personal use of social media during work hours is permitted if it does not affect productivity or violate this policy.
- Exercise sound judgment and common sense when representing MCS in any capacity.

3. Conversations in the Workplace

- Promote collaboration, respect, and inclusivity in discussions.
- Avoid non-work-related topics that may cause unnecessary conflict or hostility in the workplace.
- Celebrate shared values and experiences that strengthen workplace culture.

4. Enforcement and Accountability

- Violations of this policy may result in corrective action, up to and including termination.
- All disciplinary actions will be applied fairly and consistently, with documentation.
- Employees are encouraged to report violations or concerns to their supervisor or Human Resources without fear of retaliation.

5. Support and Guidance

- MCS provides ongoing HR support to help employees navigate workplace communication and social media concerns.
- Employees should seek HR guidance before engaging in communications or online activity that could raise questions or potential risks.

Post-Employment Client Non-Solicitation Policy

To protect the legitimate business interests of Mark's Cleaning Service, Inc. ("the Company"), including its goodwill, client relationships, and confidential information, former employees are prohibited from engaging in the following activities for a period of **one (1) year** following the termination of their employment, for any reason:

1. Non-Solicitation of Clients

The former employee shall not, directly or indirectly, solicit, contact, or attempt to solicit or contact any client of the Company for the purpose of providing cleaning or related services that compete with the services offered by the Company.

This restriction applies only to clients:

- With whom the employee had direct business contact or responsibility during their employment; **or**
- About whom the employee obtained confidential or proprietary information during their employment.

2. Non-Interference

The former employee shall not, directly or indirectly:

- Provide, or attempt to provide, competing services to any client described above; **or**
- Interfere with or attempt to interfere with the Company's existing business relationships with said clients.

3. Definitions

- A "client" is defined as any individual or business with an active service agreement with the Company at the time of the employee's termination.
- "Solicit" includes any direct or indirect attempt to obtain business, including but not limited to phone calls, emails, text messages, or in-person contact.

4. Geographic Scope

This restriction applies within the geographic areas where the Company conducted business and where the employee performed services during their employment.

5. Reasonableness and Enforceability

This covenant is intended to be reasonable in scope, duration, and geographic area. If any portion of this policy is deemed unenforceable, it shall be modified only to the extent necessary to make it enforceable.

Employee Non-Compete & Non-Solicitation Agreement

Purpose

In exchange for employment with Mark's Cleaning Service, Inc. ("Company") and access to certain confidential information and customer relationships, the employee agrees to the reasonable restrictions outlined in this Agreement, which are intended to protect the Company's legitimate business interests. This Agreement is not intended to prevent the employee from obtaining work or earning a livelihood.

1. Non-Solicitation of Customers

For a period of **twelve (12) months** following the employee's separation from employment—regardless of the reason—the employee agrees that he or she will **not directly or indirectly solicit, divert, or attempt to solicit or divert** any customer:

- To whom the employee provided cleaning or related services on behalf of the Company during the **twelve (12) months** prior to separation; or
- Whose confidential information the employee obtained during employment.

This restriction applies only to customers with whom the employee had material contact.

2. Non-Solicitation of Employees

For a period of **twelve (12) months** following separation, the employee agrees not to:

- Solicit, recruit, or encourage any employee of Mark's Cleaning Service to leave the Company; or
- Hire any such individual for the purpose of providing services in competition with the Company.

3. Confidential Information

The employee acknowledges that during employment they will have access to:

- Customer lists
- Pricing information
- Operational procedures
- Training materials
- Non-public business strategies

The employee agrees not to disclose or use such information except for legitimate business purposes on behalf of the Company.

This confidentiality obligation continues after employment ends, regardless of the reason for separation.

4. Limited Non-Competition (If Enforceable)

To the extent permitted by applicable law, and only to protect customer relationships and confidential information:

For **twelve (12) months** after separation, the employee agrees not to:

- Own, operate, or work for a cleaning company **within the geographic territory the employee serviced during the last twelve (12) months** of employment,
- **Where such work would involve providing services to customers the employee personally serviced or had material contact with.**

5. Reasonableness and Modification

The employee agrees that these restrictions are reasonable and necessary to protect the Company's interests, and acknowledges the ability to work in the cleaning industry outside of these narrow limitations.

If any portion of this Agreement is found unenforceable, courts may modify it to the extent necessary to make it enforceable under Ohio law.

6. Binding Effect

This Agreement is binding upon both parties and their successors, assigns, and legal representatives.

Hours of Operation

Regular office hours are Monday through Friday 8:30 a.m. to 5:00 p.m. and closed on major holidays (Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas and New Years) and/or the day before or after the holiday. Check with your direct supervisor for specific date inquiries.

Maid Service work hours may vary depending on the client being serviced and the drive time required to return to the office.

Janitorial accounts are not always closed on the same days. Schedules need to be confirmed with the Operations Team and/or the account contact prior to the actual holiday.

Calling Off Procedure

Employees are expected to provide at least four (4) hours' advance notice if they are unable to report to work for any reason. Prompt and clear communication ensures proper coverage and uninterrupted service for our clients.

How to Report an Absence or Tardiness

1. **Contact Your Area Manager First**
    - Call your area manager directly using the phone number listed on the back of your employee badge.
    - If your area manager does not answer, proceed to Step 2.
2. **Contact the Main Office (During Business Hours)**
    - Call the main office at **(330) 725-5702** between **8:30 a.m. and 5:00 p.m.**
    - Speak directly with a manager or office staff member.

3. **If the Office Is Closed**
    - Contact your immediate supervisor by phone.
    - **Text messages, voicemails, or emails are not considered proper notification** unless an emergency prevents a live conversation.
4. **In Case of Emergency**
    - If you cannot reach a live person due to an emergency, leave a voicemail explaining the situation and follow up with your supervisor as soon as reasonably possible.

Information to Provide When Calling Off

When reporting an absence or tardiness, be prepared to provide:

- Your full name
- Your work location or account assignment
- Whether you will be absent or late
- The reason for the occurrence
- Your expected return date (or estimated arrival time if tardy)

Failure to Follow Procedure

Failure to follow this procedure or provide timely notice may result in disciplinary action, up to and including termination, unless the absence qualifies for protection under applicable laws such as the **Family and Medical Leave Act (FMLA)** or the **Americans with Disabilities Act (ADA)**.

Protected Absences

Mark's Cleaning Service complies fully with all federal and state laws regarding medical leave, disability accommodations, and other legally protected absences. Employees should notify **Human Resources** if an absence may relate to a medical condition, injury, or other protected reason so that appropriate steps can be taken.

No Call/No Show Policy

Mark's Cleaning Service, Inc. values consistent communication and attendance as essential parts of our operation. Employees are expected to notify management in advance whenever they are unable to report to work as scheduled.

If an employee fails to report to work and does not contact management within **four (4) hours** of their designated start time, the absence will be considered a **No Call/No Show**. A No Call/No Show is considered **job abandonment** and **may result in termination of employment**.

Exceptions and Special Circumstances:
Each situation will be reviewed on a case-by-case basis. Reasonable exceptions may be made for absences covered under applicable federal or state laws, including the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), or other legally protected circumstances.

Personal situations such as lack of transportation, childcare, or similar non-emergency matters are generally **not considered valid reasons** for failing to report or call off from work.

Attendance and Punctuality Policy

Mark's Cleaning Service, Inc. values regular attendance and punctuality as essential duties of each employee. Consistent attendance ensures the efficient operation of the business and maintains service standards for our clients.

1. Attendance Expectations

- Employees are expected to be present and ready to work at their scheduled start time each day.
- Late arrivals, early departures, or unscheduled absences can disrupt operations and may lead to corrective action.

2. Counting Attendance Violations

Attendance violations are generally tracked as follows:

- **Tardy:** Arriving 15 minutes or more past the scheduled start time.
- **Partial-Day Absence:** Leaving work more than 30 minutes before the end of a shift or being away from work for more than 30 minutes during the shift.
- **Full-Day Absence:** Failing to report to work for an entire scheduled shift.

Exemptions: The following absences will not count as violations:

- Approved vacation or personal days
- Pre-approved time off
- Leave of absence
- Occupational illness or injury
- Family and Medical Leave (FMLA)
- Military leave
- Bereavement leave
- Jury duty

3. Corrective Actions

The company may use progressive discipline for attendance violations:

1. First offense – Verbal warning
2. Second offense – Written warning
3. Third offense – Termination

Manager Discretion: The company reserves the right to skip or modify progressive steps based on the frequency, pattern, or severity of attendance issues. All decisions will be based on objective, job-related factors and documented consistently.
Attendance patterns, such as repeated tardiness on specific days (e.g., Fridays), may also be considered when determining corrective action.

4. Exceptions and Special Circumstances

- **Severe Weather or Transportation Emergencies:**
  In cases of **verified severe weather conditions** (e.g., official travel advisories, road closures, or unsafe driving conditions) or **unavoidable transportation failures** (e.g., vehicle breakdown, major public transit disruption), management may consider the absence excused **if the employee notifies their supervisor as soon as possible** and provides reasonable documentation if requested.
  Ordinary weather (e.g., rain, light snow, or traffic delays) or personal transportation issues (e.g., oversleeping, running out of gas, flat tire without effort to arrange alternative transportation) **will not be considered excused.**

- **Personal Hardship or Emergency:**
  Genuine personal emergencies—such as household emergencies, medical incidents, or dependent care crises—may be reviewed on a **case-by-case basis** by management. Documentation may be required, and approval is at management's discretion.
- **Legal and Medical Accommodations:**
  Any accommodations required under federal or state law (such as FMLA, ADA, or other protected leave) will be honored and will **not** count against attendance records.

Work Schedule Policy

General Scheduling

Work schedules are determined by the Manager or Operations Team and are based on the needs of the business and our clients. Employees are required to adhere to the schedules assigned to them.

- **Mandatory Client Scheduling:** Any client account with a mandatory cleaning date and time must be serviced as scheduled. This applies to all divisions.
- **Friday Cleanings:** All accounts scheduled to be cleaned on Fridays must be serviced on Fridays. These assignments may not be rescheduled to Saturday or Sunday without prior written approval from the Operations Team.

Holidays

Holiday work schedules are determined and coordinated exclusively by the Director of Operations and/or office management. Employees **may not assume** holiday schedules or adjust them independently.

Time-Off and Schedule Changes

- **Time-Off Requests:** All requests for time off must be submitted to the office in advance and are subject to approval by the Operations Team. Requests should be made at least thirty (30) days in advance when possible.
- **Shift Swapping:** Employees are **not permitted** to switch days or hours with another employee without approval from the Operations Team. If an employee identifies a potential replacement, they may suggest the individual, but coverage is not guaranteed until approved by management.
- **Overtime and Additional Hours:** Any changes to schedule that may result in overtime must be pre-approved by management in compliance with federal and state labor laws.

Responsibility

Employees are expected to arrive on time and be prepared to work as scheduled. Failure to adhere to assigned schedules or to follow proper procedures for requesting time off or schedule changes may result in disciplinary action.

Timekeeping Policy (Clocking In and Out)

Accurate timekeeping is essential to ensure employees are paid correctly and client schedules are maintained. Every employee is responsible for clocking in and out properly at the start and end of each shift.

Clocking In and Out Using eHub

1. Open your **eHub app** on your device. (Installation and setup are completed during orientation.)
2. Select **Team Time.**
3. Click **Shift Start** to clock in or **Shift End** to clock out.
4. Select your assigned building from the list or type the building number in the provided field.

Clocking In and Out Using Tele-Team

1. Dial **833-338-1036** from a designated customer phone. Use of personal cell phones is **not permitted unless pre-approved by management**.
2. Follow the voice prompts.
3. Enter your **four-digit employee number**.
4. Enter the **four-digit building code**.

If You Have Problems Clocking In or Out

If you experience any issue clocking in or out (system error, missed punch, etc.), you must:

1. **Notify your Area Manager immediately**. (The Area Manager's phone number is on your badge.)
2. **Call the office** at **330-725-5702** and leave a message including:
    - Your name
    - Building name or number
    - Date and time you arrived and/or left

All verified work time will be recorded manually to ensure accurate pay.

Employee Responsibility

- Employees must record their **own time**—no one may clock in or out for another employee. Falsifying time records may result in disciplinary action, up to and including termination.
- Employees are expected to **clock in no earlier than 5 minutes before** and **clock out no later than 5 minutes after** their scheduled shift, unless instructed otherwise by an Area Manager.
- Repeated timekeeping errors may result in corrective action.

Area Manager Instructions: Timekeeping / Missed Punches

Area Managers are responsible for ensuring accurate timekeeping for their assigned employees and assisting with any missed punch or timekeeping issue.

1. **Verify Employee Reports**
    - When an employee reports a missed punch or clocking issue, confirm:
        - Employee name
        - Date and shift times
        - Building location
    - Check system logs to verify whether a clock-in or clock-out was recorded.
2. **Correct Time Records**
    - Enter verified time into the system manually, ensuring total hours worked match what was reported by the employee and observed by management.
    - Document the correction with:
        - Employee name
        - Date of correction
        - Reason for correction
        - Your initials/signature in the timekeeping system
3. **Escalate Issues**
    - If an employee repeatedly misses clock-ins/outs or reports false times, escalate to **HR or management** for review.
    - Maintain records of all corrections for **at least three years** to comply with FLSA recordkeeping requirements.

4. **Training & Guidance**
    - Provide coaching to employees who struggle with clocking in/out correctly.
    - Ensure all employees know the **Tele-Team number, eHub app instructions, and Area Manager contact**.

Final Missed Punch Option

If an employee fails to report a missed punch to their Area Manager or the Office by the end of their next shift, the Company will record the employee's time based on the *budgeted/scheduled hours* for that shift at that facility.
However, the Company will correct the time if the employee later provides accurate information confirming additional hours actually worked. Employees may be subject to disciplinary action for repeated failure to follow timekeeping procedures.

Compensation Policy

Questions or concerns regarding compensation should be discussed directly with your **manager or the company president**. While employees are free to discuss wages among themselves as permitted by law, formal requests or concerns about pay should be brought to management's attention so they can be addressed appropriately.

Compensation reviews and adjustments are made at the **discretion of management**. Compensation decisions are based on a variety of factors, which may include, but are not limited to:

1. Individual job performance
2. Attendance and reliability
3. Demonstrated commitment to the company's core values
4. Experience and skill level
5. Market conditions and business needs

The company strives to ensure that all compensation practices are fair, equitable, and compliant with all applicable laws.

Payroll & W-2s

Payroll checks are produced bi-weekly.

All salaried and hourly personnel will be paid on a bi-weekly basis. All hourly employees are responsible for using Team Time (eHub). If you are unable to clock into eHub you can use a designated phone at the facility to call into Tela-Team **(833) 338-1036** the number is printed on the back of your Mark's Cleaning badge.

DO NOT USE YOUR CELL PHONE TO CALL TELE-TEAM WITHOUT PERMISSION FROM YOUR MANAGER.

Any jobs where we are unable to use telephones you are required to keep track of your hours on a timecard provided to you and is due in our office the Monday of payroll week.

If you forget to clock in or out of any account at any time, it is your responsibility to call the office to let them know so you can be paid for this time. <u>YOU ARE RESPONSIBLE FOR THIS TO GET PAID.</u> If the mistake is not corrected before payroll is printed, the correction will be included in the next pay period.

A payroll week runs from Sunday a.m. to Saturday p.m. Weekly commission sheets and timecards submitted after 6:00 p.m. on the Monday that timecards are due will be carried over to the following week's payroll. Any questions or problems about your checks will have to be discussed with the office.

Payroll checks will be available <u>no earlier than 1:00 p.m.</u> on payroll Friday.

We will hand out payroll checks to the employee only. If you want someone else to pick up your check they must have a signed note from you giving permission to release the check to them. A faxed note or phone call to the office will NOT be accepted for the release of your paycheck. Any checks not picked up by the following Monday morning will be mailed in the Monday mail pick up, usually 11:00 a.m.

If your paycheck has been mailed and you haven't received it in 2 weeks, we will re-issue you a new paycheck. **The company will only cover one stop payment fee per year, per employee. No exceptions!** If you haven't received it because you have moved, lost your check, etc. the employee will be responsible for the stop payment fee.

W-2's will be made available no later than January 31st each year. **Only the person named in the W-2 may pick it up, NO EXCEPTIONS**. Make sure the office has your correct address prior to January 1st or ASAP if moving.

Resignation and Final Paycheck Policy

Mark's Cleaning Service, Inc. strives to maintain a positive working relationship with all employees. However, it is understood that employees may choose to voluntarily resign. To ensure an orderly transition, the following procedures apply.

Notice of Resignation

Employees are encouraged—but not required—to provide at least **two (2) weeks' written notice** of resignation to allow for proper scheduling and transition of duties.

Providing less notice may affect eligibility for rehire.
However, employees will be paid their regular rate of pay for all hours worked, in accordance with federal and state wage and hour laws.

Failure to Report to Work

Employees who fail to report for a scheduled shift and fail to contact their supervisor or the office within **two (2) hours** of their scheduled start time will be considered a **"no-call, no-show."**

Because of the operational impact of a no-call, no-show in a service-based business, a **single no-call, no-show may be treated as a voluntary resignation**, consistent with applicable state law. Employees separated for this reason will generally be considered **ineligible for rehire**.

Eligibility for Rehire

Employees who resign in good standing and have maintained satisfactory performance may be eligible for rehire.
Rehire decisions will be made based on business needs, documented performance, and the employee's overall employment history with the company.

All former employees will be considered alongside other qualified applicants for available positions.

Report of Employee Departures

Supervisors and departments with a legitimate business need to know—such as management, payroll, HR, IT, and security—will be notified of an employee's final day worked.

Departures will not be reported to all staff on a monthly basis by name, except where operationally necessary, to respect employee privacy and minimize legal risk.

Final Paycheck

Final paychecks will be issued **in accordance with state law**.
Unless otherwise required by law, the final paycheck will be:

- **Mailed to the employee's address on file**, and
- **Issued on the regular payday following the end of the pay period in which the employee last worked**,
- **Not to exceed nineteen (19) days after the last day worked**, consistent with applicable state law.

If state law requires earlier payment, the company will comply with those requirements.

Planning Your Vacation

Vacation or personal time requests must be approved **before** finalizing any travel or personal plans. Time Off Request forms can be completed in the office or through the company website.

Requests for planned vacation or personal days should be submitted **at least 30 days in advance whenever possible.**

All time-off requests will be reviewed on a **first-come, first-served basis**. Approval is subject to business needs and available staffing. At this time, the Operations Team can accommodate only a limited number of absences each day. Requests may be denied if they conflict with another employee's approved vacation or if coverage cannot be arranged.

Please note that **July and the final two months of the year** are typically high-demand periods for our clients. Employees are encouraged to submit requests for these times as early as possible to improve the likelihood of approval.

Paid Time Off (PTO) Policy

Purpose

Mark's Cleaning Service believes that its employees are the key to what makes a great company. While work is an important part of life, we recognize that maintaining a healthy balance between work and personal time is essential to long-term performance and well-being.

To support this philosophy, Mark's Cleaning Service provides a Paid Time Off (PTO) program that combines vacation, personal, and sick time into one comprehensive benefit.

Eligibility

All full-time employees who regularly work an average of **36 hours or more per week over a continuous 3-month period** are eligible to accrue PTO in accordance with the schedule below.

PTO accrual begins only after the employee has met full-time eligibility requirements (an average of 36 hours per week over a continuous 3-month period) and will continue as long as full-time status is maintained.

Accrual Schedule

Years of Service	Hours Accrued per Hour Worked	Approximate Days per Year
After 6 months	0.0115	3 days
After 1 year	0.0269	7 days
After 3 years	0.0462	12 days
After 5 years	0.0577	15 days
After 10 years	0.0731	19 days
After 20 years	0.0923	24 days

Benefit Year:
Each employee's benefit year begins on their date of hire and renews annually on that anniversary date. Employees stop accruing PTO once they reach the annual maximum allotment for their service level. Accrual resumes once the balance falls below the maximum.

Use of PTO

PTO is designed to cover time away from work for any personal reason, including:

- Vacation or personal travel
- Illness (personal or family)
- Family activities
- Personal appointments or other absences

Employees may take PTO in daily, half-day, or hourly increments as approved by their supervisor.
PTO must be requested in writing or through the company's designated system at least **two weeks in advance**, except in emergencies. Approval is subject to staffing needs and operational requirements.

Emergency or Unscheduled PTO

In emergencies, employees may take up to **three (3) days** of unscheduled PTO with as much notice as practicable.
Supervisors may request reasonable documentation for absences exceeding one day.

Negative PTO Balance

Employees may be permitted to use PTO before it is accrued with prior supervisor approval.

- During the first three months of the benefit year, an employee may carry a **negative balance up to 35 hours**.
- After that period, any additional negative balance must be approved by Human Resources before scheduling time off.

By acknowledging the Employee Handbook, employees authorize Mark's Cleaning Service to **deduct from their final paycheck** the value of any negative PTO balance at the time of separation, as permitted by law.

Carryover and Payout

- **No carryover:** Unused PTO does not carry over from one benefit year to the next.
- **No cash-out:** PTO cannot be "sold back" to the company.
- **Separation:** Upon resignation or termination, employees will be paid for all earned and unused PTO. Any negative PTO balance will be deducted from the final paycheck (for nonexempt employees, as permitted by law).

Hourly Employees

- PTO accrues **biweekly with each payroll**, based on actual hours worked.
- PTO cannot be used until the employee has completed **six months of continuous full-time employment**.
- Hourly employees may choose whether to use PTO for personal illness. If an employee chooses not to use PTO, no pay will be earned for that time.
- Any absence without prior approval will be addressed under the **Attendance Policy**.

Salaried Employees

Salaried (exempt) employees accrue PTO based on a **40-hour work week** for every week worked, calculated biweekly during payroll.
No PTO may be taken until the employee has completed **six months of continuous full-time employment.**

- Exempt employees are required to use PTO when taking full days off for personal or medical reasons.
- Deductions from salary will occur only for full-day absences when no PTO is available, in accordance with the **Fair Labor Standards Act (FLSA).**
- Partial-day absences will reduce the employee's PTO balance but will not reduce base salary.

Bereavement Leave

Mark's Cleaning Service provides paid bereavement leave to allow employees to attend funerals and manage affairs following the death of an immediate family member.

- Employees may take up to **three (3) scheduled working days** of paid bereavement leave per occurrence.
- "Immediate family" includes spouse, domestic partner, parent, stepparent, child, stepchild, sibling, grandparent, grandchild, parent-in-law, or legal guardian.
- Bereavement leave is paid at the employee's regular straight-time rate for the hours they would have been scheduled to work.
- Employees needing additional time may request unpaid leave or use available PTO with supervisor approval.
- Documentation (e.g., obituary or service notice) may be requested.

Legal Compliance

This PTO policy is separate from and does not replace any leave required by law, such as:

- Family and Medical Leave Act (FMLA)
- Jury duty
- Military leave
- Disability accommodation leave
- Voting leave

Such leaves will be administered in accordance with all applicable federal, state, and local laws.

Recordkeeping

All PTO accruals, usage, and balances will be tracked by the Payroll Department and will appear on employees' pay statements. Employees are responsible for reviewing their balances regularly and reporting discrepancies to Human Resources.

Employee Benefits

Health Insurance

Mark's Cleaning Service, Inc. participates in a group health insurance program designed to help protect employees against the high cost of illness, accidents, and hospitalizations.

- The company and participating employees share the cost of health insurance premiums on a **50/50 basis**.
- **Eligibility:** Full-time employees become eligible for coverage after **90 days of continuous employment**.
- For the purpose of insurance eligibility, **full-time employment** is defined as working an average of **32 hours or more per week**.
- Coverage applies to the **employee only**. Employees who wish to add dependents or additional coverage options (such as dental or vision) may do so at their **own expense**.
- Details of the plan, including coverage levels and enrollment procedures, are provided in the **Health Insurance Summary Plan Description (SPD)** available through Human Resources.

Employee Discounts

After 90 days of employment, all employees are eligible for a **55% discount** on carpet or upholstery cleaning services performed in their own home.

- The employee's cost is **45% of the total invoice**.
- This benefit is available to all employees, regardless of the number of hours worked.
- This discount is a **voluntary employee perk** and may be modified or discontinued at any time at the company's discretion.

Verizon Discount

All employees of Mark's Cleaning Service are eligible for an **8% discount** on their Verizon Wireless account.

- To receive the discount, present a recent **pay stub** at a participating Verizon retail location and request the employer discount program.
- Verizon may change or discontinue this program at any time without notice to the company.

Medina Recreation Center Discount

As a member of the **Medina Chamber of Commerce**, Mark's Cleaning Service employees are entitled to a **20% discount** on memberships at the **Medina Recreation Center**.

- To obtain the discount, request an authorization letter from the Mark's Cleaning Service office and present it when enrolling at the Recreation Center.
- Discount terms are subject to the policies of the Recreation Center and the Chamber of Commerce.

Health and Safety

Mark's Cleaning Service, Inc. is committed to maintaining the highest standards of workplace safety and health. While the company provides training, resources, and supervision to ensure safe operations, the success of our safety program ultimately depends on the active participation of every employee.

Safety Responsibilities

- Employees will receive information from office personnel regarding specific safety regulations related to their position. All employees are expected to understand and follow these rules at all times.
- Employees must immediately report to their manager any unsafe condition, hazard, or safety concern that could endanger an employee, client, or visitor.

Injury Reporting and Workers' Compensation

- Any work-related injury or illness must be reported **immediately** to your manager and to **Human Resources within 24 hours** of the incident.
- Mark's Cleaning Service provides **Workers' Compensation Insurance** in accordance with **Ohio law**. This insurance is fully paid by the company; employees are not required to contribute.
- Delayed reporting may result in a delay in claims processing or benefits.
- In cases of on-the-job injury, the company will make every effort to provide **light-duty work** when appropriate. A **clear, written physician's report** outlining work restrictions or capabilities must be provided before returning to work.

Safety Training

- All employees are required to complete an **OSHA Safety Review** before starting work.
- An **annual OSHA review** will be conducted on each employee's anniversary date, along with additional safety reviews throughout the year as necessary.
- Employees are required to attend all mandatory safety training sessions and follow established safety practices at all times.

Workers' Compensation

Mark's Cleaning Service provides Workers' Compensation Insurance in accordance with Ohio law for all employees who experience a job-related injury or occupational illness. This coverage ensures that employees receive appropriate medical attention and wage replacement benefits as required by state regulations.

Reporting Requirements
All workplace injuries, incidents, or occupational illnesses must be reported to your immediate supervisor **as soon as possible**, and no later than **24 hours after the occurrence**. A report must also be filed with Human Resources by emailing **recruiting@markscleaning.com** or by calling **(330) 725-5702**. Prompt reporting helps ensure timely medical care and compliance with Workers' Compensation procedures.

Medical Treatment
If the injury is **serious or life-threatening**, employees should **seek emergency medical attention immediately**. For all other job-related injuries, employees must obtain treatment from a **Bureau of Workers' Compensation (BWC)-certified medical provider**. Human Resources can assist in locating an approved provider and coordinating care.

Filing the Claim
Human Resources will assist employees in completing the required **First Report of Injury (FROI)** form to submit to the Ohio Bureau of Workers' Compensation. Accurate and timely completion of this form is necessary to ensure eligibility for benefits.

Non-Retaliation
Mark's Cleaning Service strictly prohibits any form of retaliation, discrimination, or adverse action against an employee who reports a workplace injury, illness, or safety concern in good faith. Employees are encouraged to report all incidents without fear of reprisal.

Drug and Alcohol Policy

Mark's Cleaning Service, Inc. is committed to providing a safe, productive, and drug-free work environment. The use or influence of alcohol or drugs during work hours presents serious safety and performance risks. To protect the health and safety of all employees, clients, and the public, the following policy applies whenever employees are working, operating any Mark's Cleaning Service vehicle or equipment, present on company premises, or conducting company-related business offsite.

Prohibited Conduct

Employees are strictly prohibited from:

A. Using, possessing, buying, selling, manufacturing, distributing, or dispensing any illegal drug or controlled substance (including possession of drug paraphernalia).

B. Being under the influence of alcohol, marijuana, illegal drug, or a misused controlled substance while performing company duties.

C. Possessing or consuming alcohol on company property, in company vehicles, or while conducting company business.

The presence of any detectable amount of an illegal drug, controlled substance, marijuana or alcohol in an employee's system while performing company duties or while on company premises is a violation of this policy.

Marijuana and State Law Compliance

Mark's Cleaning Service, Inc. complies with all applicable state and federal laws regarding marijuana use. However, because marijuana remains prohibited under federal law and can impair safety and performance, employees may not use, possess, or be under the influence of marijuana (in any form) during working hours, on company property, in company vehicles, or while performing company business — regardless of medical or recreational legality under state law.

Prescription and Over-the-Counter Medications

Employees using prescription or over-the-counter medications that may impair their ability to safely and effectively perform their job duties must inform Human Resources or their supervisor before beginning work. The company will engage in an interactive process to determine whether a reasonable accommodation can be made in accordance with the Americans with Disabilities Act (ADA).

Medications must be carried in containers labeled by a licensed pharmacist, and employees should be prepared to present the container if requested for verification.

Any misuse or unlawful possession of prescription drugs is strictly prohibited.

Testing Procedures

Drug and alcohol testing may be required under the following circumstances:

1. Reasonable Suspicion Testing

Employees are subject to testing when at least two members of management have observed specific behaviors, physical symptoms, or other evidence suggesting the use, possession, or influence of alcohol or drugs.

Examples include, but are not limited to:

- Odor of alcohol or drugs
- Unsteady movements or coordination issues
- Slurred or incoherent speech
- Dilated or constricted pupils
- Confusion, agitation, or erratic behavior
- Drowsiness, sleeping, or unconsciousness while on duty

Management must complete a *Reasonable Suspicion Observation Checklist* and consult HR, the General Manager, or the President before requiring testing.

When reasonable suspicion exists, management will meet privately with the employee to explain the observations and the requirement to undergo testing. The test must occur within two hours of notification.

Refusal to submit to testing, without legitimate cause, will be treated as a positive test result and may result in immediate termination.

Under no circumstances may the employee drive themselves to or from the testing site. Management will arrange for transportation to the testing facility and for the employee's safe return home.

2. Post-Accident Testing

Employees are subject to testing following any workplace accident or incident that:

- Results in injury requiring offsite medical attention;
- Causes or contributes to property damage exceeding $500;
- Involves damage to a Mark's Cleaning Service vehicle, equipment, or machinery; or
- Involves operation of a motorized vehicle (including a van, car, or floor scrubber) where the employee is found to be at fault.

Testing and investigation should occur within two hours following the accident, or as soon as practicable.

Refusal to test will be treated as a positive result and may result in immediate termination.

The employee must not drive themselves to the testing facility or elsewhere. A manager will provide or arrange transportation and ensure the employee's safe return home.

Testing Administration and Confidentiality

All testing will be conducted by a certified laboratory using reliable methods consistent with state and federal standards. A Medical Review Officer (MRO) will verify all positive results before they are reported to the company.

All test results and related documentation will be treated as confidential medical information and shared only with individuals who have a legitimate business need to know.

Voluntary Disclosure and Assistance

Employees who voluntarily seek help for substance abuse issues **before** violating this policy or being selected for testing will not face disciplinary action solely for seeking assistance. The company may refer the employee to a counseling or rehabilitation program. Participation in a rehabilitation program does not excuse violations that have already occurred or future violations of this policy.

Disciplinary Action

Employees who:

- Refuse to cooperate in required testing,
- Test positive for alcohol or illegal drugs, or
- Use, possess, sell, manufacture, or dispense any illegal substance in violation of this policy

will be subject to disciplinary action, up to and including immediate termination of employment.

Policy Administration and Legal Disclaimer

This policy is intended to comply with all applicable federal, state, and local laws. Mark's Cleaning Service, Inc. reserves the right to interpret, revise, or amend this policy at any time. Nothing in this policy creates a contract of employment or alters the at-will employment relationship.

Safety & Security Policy

Mark's Cleaning Service, Inc. is committed to providing a safe, secure, and professional work environment for all employees, clients, and the public. The following procedures must be followed at all times when performing job duties on client premises.

Identification & Access

1. **Uniform and Badge**: Employees must wear their company-issued uniform and visible photo ID badge before entering any client building. This is mandatory for security and client recognition.
2. **Parking**: Park in well-lit areas, as close as possible to building entrances, to ensure personal safety and ease of access.
3. **Exterior Safety**: Report any burnt-out exterior lights or unsafe conditions (like debris or slippery walkways) to the Mark's Cleaning office immediately.

Situational Awareness

4. **Suspicious Activity**: If you observe suspicious persons or activities, contact your supervisor immediately. If immediate danger is present, contact 911.
5. **Fire Response**: In the event of a fire, immediately call 911, evacuate the building safely, and then notify your supervisor once you are in a secure location.

Building Security

6. **Locked Doors**: Keep all exterior and interior doors locked during your shift. Do not unlock or prop open any door for unauthorized persons.
7. **Unauthorized Individuals**: Only Mark's Cleaning employees are allowed on-site during cleaning hours. Do not admit non-employees (including friends, family members, children, or pets) for any reason.

Alarm Systems

8. **Alarm Management**:
    - Disarm the alarm immediately upon entering the building.
    - If you experience issues with the alarm system, contact the alarm company and your supervisor immediately. Alarm company numbers are typically located on the alarm panel.
    - Repeated false alarms may result in fees. If these occur due to employee negligence, the employee may be held responsible and may be removed from that location.
    - When exiting, ensure the alarm is set and confirmed as active.

Use of Property & Equipment

9. **Equipment Restrictions**: Do not use any client equipment (e.g., computers, phones, copiers, machinery, HVAC thermostats, radios) unless you have been expressly authorized in writing by Mark's Cleaning or the client.
10. **Smoking/Vaping**: Smoking or vaping is prohibited within the building and on client premises at all times, including parking lots and entryways.

End-of-Shift Procedures

11. **Lights and Electrical Devices**: Turn off or leave on lights and equipment as instructed in your site-specific briefing. Do not make assumptions—always ask if unclear.
12. **Secure Exit**: Before leaving the building, ensure that:
    - All exterior doors are properly secured
    - The alarm is set (if applicable)
    - The building is in the same condition as when you arrived, unless otherwise instructed

Failure to Comply

Failure to adhere to this policy may result in disciplinary action up to and including termination. In cases involving negligence that leads to client damages or alarm fees, employees may be held financially responsible.

PPE Reimbursement Policy

Purpose

The purpose of this policy is to ensure employee safety by reimbursing the cost of personal protective equipment (PPE) required by the clients we service. Mark's Cleaning Service will reimburse employees for eligible PPE purchases in accordance with this policy and applicable law.

Requirements

To qualify for reimbursement, the following guidelines must be met:

- **Management Pre-Approval:** All PPE purchases must be approved by management before the employee buys the equipment.
- **Building Requirement:** The PPE must be required at the specific building or client site where the employee is assigned.
- **Receipt Submission:** A valid receipt must be submitted to Accounting within **30 days** of the purchase date.
- **Reimbursement Recovery Upon Separation:** If employment ends within six (6) months of the reimbursement date, Mark's Cleaning Service may recover the cost of the reimbursed PPE from the employee's final paycheck, **only where legally permissible and only if the deduction does not reduce pay below applicable minimum wage requirements**.

Equipment Coverage

- **Steel-Toe Shoes:**
  Mark's Cleaning Service will reimburse up to **$40** of the total cost of steel-toe shoes when required by the client site.
- **Hard Hats:**
  Mark's Cleaning Service will purchase and supply hard hats. Employees will not be reimbursed for personally purchased hard hats.
  Failure to return a company-issued hard hat upon separation may result in recovery of the replacement cost (**approximately $10.00**), where legally permissible.
- **Safety Glasses:**
  Mark's Cleaning Service will purchase and supply safety glasses. Employees will not be reimbursed for personally purchased safety glasses.
  Failure to return company-issued safety glasses upon separation may result in recovery of the replacement cost (**approximately $2.50**), where legally permissible.
- **Protective Sleeves & Other Safety Gear:**
  These items are provided on-site at buildings that require them. They must be used and returned daily.
  Failure to return company-issued gear may result in recovery of the replacement cost from the final paycheck where legally permissible.

Expectations

Employees must wear all required PPE at their assigned building or worksite. Failure to follow PPE requirements may endanger the employee, the company, and the client. Non-compliance will result in disciplinary action, up to and including termination.

Mark's Cleaning Service reserves the right to review all reimbursement requests on a case-by-case basis and approve or deny them as appropriate. The company also reserves the right to evaluate violations of this policy individually and may modify or accelerate disciplinary steps as needed.

Video Surveillance Awareness Policy

Purpose
Many of the facilities serviced by Mark's Cleaning Service are equipped with internal and external video surveillance systems. These systems are maintained by the facility to promote a safe and secure environment for all personnel, including our employees

Use of Surveillance
Video surveillance may be used to:

- Ensure safe working conditions and protect property
- Monitor activities within the facility when concerns or incidents arise
- Verify compliance with job responsibilities and established cleaning standards
- Address discrepancies or concerns regarding professionalism, conduct, or performance

Employee Expectations
Employees should always conduct themselves in a professional manner and remain focused on assigned tasks. While on client premises, employees should assume they are under video surveillance at all times.

Employee Privacy and Rights
Mark's Cleaning Service does not operate or control the surveillance systems of client facilities. However, we are committed to respecting employee rights and privacy to the fullest extent possible under the law. Surveillance footage will only be reviewed by Mark's Cleaning Service management if there is a legitimate business reason, such as a safety concern, client complaint, or suspected policy violation.

Employees will not be monitored for personal reasons, and footage will not be used for disciplinary action unless it clearly shows misconduct, violation of company policies, or failure to perform essential job duties.

Response to Video Footage Concerns
If an issue or employee concern arises from surveillance footage, Mark's Cleaning Service will:

1. Review the footage promptly and objectively
2. Provide the employee an opportunity to explain or respond before any disciplinary action is taken
3. Take corrective action only when justified and in compliance with company policy and relevant laws
4. Maintain confidentiality to the extent possible during the investigation and resolution process

Questions or Concerns
Employees who have questions about surveillance or believe they have been unfairly monitored are encouraged to speak with their supervisor or contact Human Resources.

Weapons-Free Workplace Policy

Purpose
Mark's Cleaning Service is committed to maintaining a safe, secure, and violence-free workplace for all employees, clients, and visitors. To support this commitment, the company prohibits the possession, use, or display of dangerous weapons on company property or client property, subject to applicable state and local laws.

Persons Covered

This policy applies to all Mark's Cleaning Service employees, including full-time, part-time, temporary, seasonal, and contract workers, as well as visitors and customers on company or client property.

A valid license or permit to carry a weapon does **not** override this policy. Any employee who violates this policy may be subject to disciplinary action, up to and including termination, consistent with company procedures.

Definitions

Company Property

"Company property" includes all buildings, offices, worksites, facilities, and surrounding areas owned, leased, or controlled by Mark's Cleaning Service, including sidewalks, walkways, driveways, and parking areas. This policy also applies to all company-owned or leased vehicles and any personal vehicles located on company property, except where prohibited by applicable state "parking lot" or firearm-storage laws.

Client Property

"Client property" includes all buildings, offices, worksites, facilities, and surrounding areas owned, leased, or controlled by clients of Mark's Cleaning Service. Employees must comply with both this policy and any client-specific security or weapons requirements. When policies differ, the stricter rule will apply unless prohibited by law.

Dangerous Weapons

"Dangerous weapons" include, but are not limited to:

- Firearms (loaded or unloaded)
- Ammunition
- Explosives
- Knives with blades not necessary for work duties
- Any item designed or used to inflict harm or cause intimidation

Employees are responsible for ensuring that any item they possess complies with this policy.

Searches of Property

To help ensure workplace safety and compliance with this policy, Mark's Cleaning Service may conduct searches of company-owned or leased property, including company vehicles, lockers, desks, cabinets, and other areas where employees store personal items.

Searches of **personal property**, such as bags or personal vehicles, may be conducted **with the employee's consent** and only when reasonable under the circumstances. An employee's refusal to consent to a reasonable search may result in disciplinary action, up to and including termination.

Mark's Cleaning Service will conduct all searches in a manner that respects employee privacy rights and complies with all applicable federal, state, and local laws.

Compliance With State and Local Laws

This policy will be interpreted and enforced in accordance with applicable federal, state, and local laws, including any laws that permit employees to store legally possessed firearms in locked personal vehicles in employer parking areas. Nothing in this policy is intended to violate or conflict with such laws.

At-Will Employment Disclaimer

Nothing in this policy creates a contract of employment, nor does it alter the at-will employment relationship between Mark's Cleaning Service and its employees.

Key Control Policy

The purpose of this Key Control Policy is to protect the life, property, and security of each facility and its occupants.

1. **Issuing Keys**
    - Employees will receive a customer entrance key, key card, or ID badge issued by a Mark's Cleaning Service Manager.
    - All keys remain the property of the facility and are loaned to Mark's Cleaning Service and its employees for work purposes only.
    - Employees must personally pick up and return keys, and a record of issued keys will be maintained at the office.
2. **Use of Keys**
    - Employees may only use keys to access **assigned work areas** during scheduled shifts.
    - Employees must **lock doors when leaving secured areas**.
    - Keys may **not be transferred, lent, or duplicated** without prior authorization from Mark's Cleaning Service.
3. **Lost or Stolen Keys**
    - Lost or stolen keys must be reported **immediately** to a Mark's Cleaning Service Manager.
    - Employees may be **responsible for replacement costs**, including rekeying charges, up to the actual cost incurred. Any deductions from payroll will comply with applicable federal and state laws.
4. **Disciplinary Action**
    - Unauthorized possession, use, or duplication of keys may constitute theft or misappropriation and may result in disciplinary action, up to and including termination, and may be **reported to law enforcement when appropriate**.
5. **Return of Keys**
    - All keys must be returned to a Mark's Cleaning Service Manager within **24 hours** of leaving a facility or upon termination of employment.
    - Final pay will be issued in accordance with applicable law once all company property, including keys, is returned.
6. **Employee Acknowledgment**
    - Employees must **sign a Key Agreement** at the time of issuance acknowledging their responsibility and understanding of this policy.

Equipment Policy

Purpose

The purpose of this policy is to ensure that all property maintained by Mark's Cleaning Service, Inc. is kept in good working condition and that employees understand their responsibilities regarding the proper use, care, and security of such property and all company networks.

Definition

For purposes of this policy, "property" includes any equipment, furnishing, vehicle, building, tool, electronic device, supply, or other item that is owned, leased, donated to, or otherwise in the custodial care of Mark's Cleaning Service, Inc., or any person acting on its behalf.

Equipment Use

Employees must maintain their work areas in an orderly manner and follow all company rules and procedures for the proper use, cleaning, storage, and maintenance of company property.

Employees who neglect, misuse, or fail to properly secure company property may be subject to disciplinary action, up to and including termination. If misuse or negligence results in damage, Mark's Cleaning Service, Inc. reserves the right—**to the extent permitted by federal, state, and local law**—to require the employee to reimburse part or all of the cost of repair or replacement.

Intentional misappropriation, theft, or unauthorized removal of company property is grounds for immediate termination and may also result in civil and/or criminal action.

Company property including but not limited to computers, telephones, mobile devices, copiers, fax machines, internet access, and printers—may not be used for personal purposes unless specific prior approval is granted. Employees approved for personal use are responsible for the care, proper handling, and timely return of such property. Employees should document any existing damage or concerns before removing company property from the workplace.

Security and Monitoring

Employees should not expect privacy when using company-owned equipment, facilities, or networks, except where privacy is required by law. Any data or communications sent, received, created, or stored on company property is considered company property. Mark's Cleaning Service, Inc. reserves the right to monitor, access, review, or disclose such data when necessary to maintain safety, protect company assets, or ensure compliance with company policies—**in accordance with applicable privacy and monitoring laws**.

Return of Property

Upon the conclusion of employment, all company property must be returned immediately in the condition it was provided, allowing for reasonable wear and tear. Failure to return property, or tampering with company property prior to return, may result in legal action, financial liability, or deductions permitted by law.

Rules of Conduct

The following behaviors are considered serious misconduct and may result in immediate dismissal:

1. Carrying, using, or distributing illegal drugs or controlled substances on company premises, in company vehicles, at client sites, or when representing the company.
2. Reporting to work under the influence of alcohol, illegal drugs, or misused prescription medication.
3. Performing, directing, or encouraging others to perform any unlawful act while on duty or representing the company.
4. Theft of company, client, or employee property.
5. Purposeful destruction or damage of company, client, or employee property.
6. Making discriminatory or harassing remarks or engaging in conduct based on sex, age, color, race, national origin, religion, disability, or any other protected status.
7. Making maliciously false statements about the company, its employees, or clients, or engaging in conduct intended to damage the company's reputation.
8. Refusal to adhere to the company dress code.
9. Allowing unauthorized persons (including family or friends) into client premises or restricted work areas.
10. Abusive, threatening, or harassing conduct toward management, coworkers, or clients, including the use of vulgar or offensive language.
11. Falsification of records, including hours worked or other company documents.
12. Repeated absenteeism or tardiness without valid reason.
13. Failure to notify your department head, in advance when possible, of absence or lateness.
14. Dishonesty toward clients, coworkers, or company representatives.
15. Engaging in activities that present a clear conflict of interest without disclosure and approval.
16. Serious violations of company policy, especially those involving safety, confidentiality, or client trust.
17. Repeated failure to meet minimum job performance standards after prior warnings.
18. Using client-owned equipment, telephones, computers, radios, thermostats, or food without permission.

19. Unprofessional or inappropriate behavior while using company or client telephones.
20. Using personal cell phones (including Bluetooth devices) in client accounts or restricted areas where such use is prohibited.
21. Failing to disclose potential conflicts of interest that could affect job performance or client relationships.

Dress Code and Hygiene Policy

Mark's Cleaning Service employees are expected to maintain a professional appearance at all times while representing the company. The following standards are required:

1. Uniforms

- All field employees must wear a company-issued shirt with logo while on duty.
- Uniform shirts will be provided at cost ($15.00, or $17.00 for size 2x or larger). The cost will be deducted from the employee's first paycheck, provided that such deduction does not reduce pay below minimum wage. Employees may purchase additional shirts at their own expense.
- If an employee reports to work without a company shirt, one will be issued and the cost deducted from their next paycheck (subject to the same minimum wage requirement).
- Uniform shirts provided at company expense must be returned upon separation of employment.

2. Pants and General Attire

- Employees must wear clean, presentable long pants. Pants may not be excessively tight, torn, or have holes.
- Certain client sites may permit shorts of appropriate length during summer months with prior office approval.
- Office personnel are not required to wear uniforms but must dress in business or business-casual attire. Casual dress may be worn on Fridays.
- All pants must be worn at the waist with no undergarments visible.

3. Footwear

- For safety reasons, open-toed and open-back shoes are not permitted at any job site.

4. Identification

- Employees will be issued a photo ID badge, which must be worn at all times while on duty.

5. Division Standards

- Carpet Techs and Maid Service staff must wear clean division-specific shirts, clean and non-faded pants, and clean shoes. Worn or damaged uniform items must be replaced promptly.

6. Hygiene and Grooming

- Employees must maintain good personal hygiene, including clean hair and clothing, so as to present a professional image to clients.
- If an employee's appearance, hygiene, or condition (including illness or fatigue) creates legitimate safety concerns or undermines client confidence, management may reassign or send the employee home. This determination will be based on objective, job-related factors.

7. Professional Appearance – Client-Facing Roles

- Employees in client-facing roles are expected to maintain a neat, clean, and professional appearance when representing the company. Hair should be clean, well-groomed, and maintained in a style and color appropriate for a professional business environment. Visible facial tattoos and facial piercings (other than traditional ear piercings) are not permitted while working in client-facing roles. Employees may be asked to remove or cover facial piercings or tattoos when interacting with clients or customers. The company reserves the right to determine whether an employee's appearance meets professional standards for client-facing positions.

8. Jewelry and Piercings

- Jewelry must be professional and not interfere with job duties or safety. Acceptable items include a watch, wedding/engagement ring, religious medal or symbol, small earrings, or a simple necklace.
- Facial or body piercings that interfere with safety equipment or present an unprofessional appearance may be restricted. Reasonable accommodations for religious or cultural expression will be made unless they create an undue hardship or safety concern.

9. Tattoos

- Tattoos that contain offensive, discriminatory, or graphic content, or that depict illegal activity, must be covered while working.
- Visible tattoos that are not offensive or disruptive may remain uncovered.

Breaks, Eating, and Drinking Policy

Purpose
To maintain the highest standards of cleanliness and professionalism, all employees of Mark's Cleaning Service are expected to follow proper guidelines when taking breaks, eating, drinking, or using tobacco products during work hours.

Breaks
Employees are encouraged to take scheduled breaks as allowed by their shift and in accordance with state and federal labor laws. Breaks should be taken in designated areas approved by the client or in personal vehicles, never in active work areas or client-facing spaces.

Eating and Drinking

- Employees may eat or drink during approved break times only.
- Food and beverages must **not** be consumed in areas being cleaned or in any part of the facility that could compromise sanitation or client property.
- Employees are responsible for cleaning up after themselves and should treat all workspaces with respect, as they would their own homes.

Smoking and Tobacco Use
Smoking, vaping, and the use of any tobacco or nicotine products, including electronic cigarettes, are strictly prohibited inside all client facilities and anywhere on client premises where smoking is not explicitly allowed.

If the client permits outdoor smoking in a designated area, employees may use it during their assigned breaks only.

Professionalism
Employees are expected to avoid behavior that may leave food waste, odors, spills, or debris behind. Any violation of this policy may result in disciplinary action.

Workstation and Supply Area Policy

Purpose
Keeping work areas clean, safe, and organized is essential to maintaining professional standards and creating a productive work environment at Mark's Cleaning Service. This policy outlines employee responsibilities for maintaining their workstations and supply areas.

Workstation Cleanliness and Organization

- Each employee is responsible for maintaining a safe, clean, and orderly workstation or supply closet at all times.
- Work areas should remain free of hazards, clutter, or debris that may interfere with safety or work efficiency.
- Equipment and supplies should be neatly stored in designated areas after use.

Tools and Equipment

- Employees are accountable for any company tools and materials assigned to or used by them.
- While normal wear and tear is expected, loss or damage due to neglect, misuse, or failure to follow proper cleaning procedures may result in disciplinary action and/or financial responsibility.
- Regular cleaning and proper storage of tools and equipment are required. Well-maintained tools support efficiency and reflect pride in your work.

Client-Facing Areas

- Please be aware that clients may access supply closets or storage areas at any time. These spaces should reflect the professionalism and quality of Mark's Cleaning Service.
- Any unused or excess supplies or equipment should be returned to the office for proper storage to prevent clutter.

Return and Disposal of Supplies

- Employees are expected to return unused equipment or excess supplies promptly to the office, unless otherwise instructed.
- Expired, soiled, or damaged supplies should be disposed of properly and reported to management if replacements are needed.

Termination Policy

Mark's Cleaning Service values long-term employment and a team-oriented approach. However, there may be times when employment must be terminated, either by the company or by the employee.

1. At-Will Employment

- All employees are employed on an **at-will basis**. This means either the employee or the company may terminate employment at any time, with or without cause, and with or without notice, except as prohibited by law.

2. Discipline and Corrective Action

- When possible, the company may use progressive discipline, including verbal or written warnings, to address behaviors or performance that do not meet company standards.
- Discipline is **at management's discretion** and the company is not required to follow a specific sequence of warnings before termination.

3. Termination for Cause

- Termination may occur immediately for serious misconduct or "cause," which may include, but is not limited to:
    - Violation of company policies or Rules of Conduct
    - Dishonesty or theft
    - Conflict of interest
    - Gross substandard performance
    - Attendance issues or repeated failure to follow work schedules
- Termination for cause does **not entitle the employee to additional compensation or benefits** beyond what is legally required.

4. Final Pay

- Employees will receive their final paycheck on the next regularly scheduled payday, regardless of whether company property (e.g., keys, uniforms, ID badges) has been returned.
- The company may seek recovery of the value of unreturned property separately, in accordance with applicable law.

5. Employee-Initiated Termination

- Employees who choose to resign are encouraged to provide notice to facilitate a smooth transition, but notice is not legally required.

Employee Screening Policy

Purpose
Mark's Cleaning Service is committed to hiring qualified, reliable, and trustworthy employees. To ensure alignment with company standards and values, all prospective employees are subject to a comprehensive screening process.

Screening Process
The screening process may include:

- Verification of employment history and professional references

- Criminal background checks, in accordance with federal, state, and local laws
- Education or credential verification, as required for specific positions

Compliance and Consent

- All background checks are conducted in compliance with the **Fair Credit Reporting Act (FCRA)**. Candidates will receive written notice and provide consent prior to any background check.
- Screening decisions are made consistently and fairly, in accordance with **EEOC anti-discrimination guidelines**, and are based solely on factors relevant to job requirements.

Use of Screening Results

- Screening results are used to assess suitability for employment.
- Candidates may be denied employment only if screening results indicate that they do not meet the qualifications or standards for the position, or if information raises legitimate safety, trustworthiness, or legal concerns.
- In the case of adverse action based on a background report, candidates will receive notice, a copy of the report, and an opportunity to dispute any inaccuracies.

Confidentiality
All information obtained during the screening process is confidential and shared only with personnel involved in the hiring decision.

Acknowledgment of Receipt and Understanding of Employee Handbook

I, _____, acknowledge that I have received a copy of the **Employee Handbook** issued by **Mark's Cleaning Service, Inc.** I understand that this handbook contains important information regarding the company's policies, procedures, benefits, and expectations for employees.

I understand that it is my responsibility to read and familiarize myself with the contents of the handbook and to comply with all policies and guidelines contained within. If I have any questions about any policy or information in the handbook, I will seek clarification from my supervisor or Human Resources.

I acknowledge that the **Employee Handbook is not an employment contract** and does not create any contractual rights or guarantees of continued employment. I understand that my employment with Mark's Cleaning Service, Inc. is **at-will**, meaning that either I or the company may terminate the employment relationship at any time, with or without cause or notice, subject only to applicable law.

I further understand that **no manager, supervisor, or representative of Mark's Cleaning Service, Inc. has the authority to alter my at-will employment status** or to enter into any agreement contrary to this policy, except in a written agreement signed by the President of the company.

I understand that the company reserves the right to **modify, revise, or supplement** the Employee Handbook at any time. Any such revisions will take effect upon communication to employees, unless otherwise stated. This handbook **supersedes all prior versions** and any inconsistent verbal or written statements previously issued.

By signing below, I acknowledge that I have read, understood, and agree to comply with the policies and expectations outlined in the Employee Handbook.

Employee Name: _____
Employee Signature: _____
Date: _____
Company Representative (HR/Manager): _____
Date: _____