

A F L Cleaning Services



Employee Policy & Procedures Handbook

A F L Cleaning Services Policies & Procedures

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INTRODUCTION

This Employee Policies and Procedures handbook is presented to all **AFL Cleaning Services** employees to answer some of the questions you may have concerning the Company and its policies. The Company reserves the right to change the terms of the Employee Policies and Procedures handbook at any time. When it is appropriate, you may receive updated information concerning changes in policy.

These Employee Policies and Procedures have never been intended to create any contractual rights in favor of the employee or the Company. The policies stated in this handbook are intended as guidelines only and are subject to change at the sole discretion of the Company.

These Employee Policies and Procedures shall not be deemed to (1) give any employee the right to be retained by the Company, (2) affect the right of the Company to terminate or discharge any employee at any time, (3) give the Company the right to require any employee to remain in its employ, or (4) affect any employee's right to terminate his or her employment at any time.

STATEMENT OF MISSION AND BUSINESS CHARTER

MISSION

The mission of **AFL Cleaning Services** is to provide excellent janitorial cleaning services and products to commercial businesses by ensuring all employees are properly trained and equipped to perform in a manner based on our values.

VALUES:

The values of **AFL Cleaning Services**, is intended to set the standards, principles and morals by which we operate. They are with:

Integrity

- Honesty
- Principled ethical behavior at all times
- Admit mistakes, accept responsibility

Respect for Others

- Actively listen
- Fairness and respect to everyone
- Maintain open communication without fear

Customer Focus

- Understanding customer needs
- Build lasting relationship
- Deliver value and quality

Organizational Discipline

- Work and live safely
- Hold to commitments
- Set high expectations

Accountability for Results

- Plan with details, get it right the first time
- Learn from mistakes
- Do what is right

BUSINESS CHARTER

AFL Cleaning Services is a business-to-business organization whose business is to meet customers' needs by providing high quality, cost-effective services for a clean work environment and place of business for their clients.

In order to achieve our charter, *AFL Cleaning Services* will:

1. Ensure each customer has a personal and customized plan for meeting all commercial cleaning needs.
2. Only use commercial grade products, and equipment to ensure the quality level of our work meets the commercial needs of their environment.
3. Continue to develop professional employees, stressing quality and customer loyalty in all areas of its business, modeling the values set before us.

QUALITY POLICY:

AFL Cleaning Services is committed to providing products and services which meet or exceed our customers' requirements—on time—the first time—every time. Specifically, we will focus on:

- Understanding our customers' needs and our own capabilities.
- Preventing issues before they ever occur.
- Continuously improving everything we do.

EEOC POLICY AND STATEMENT

It is the policy of *AFL Cleaning Services* to provide equal opportunity for all people without regard to race, color, creed, national origin, ancestry, sex, age, marital status, religion or disability with respect to employment, or in any of the Company's terms or conditions of employment. In addition, physical or mental limitations will not be a factor in the application of Company employment policies or employee practices, except for those situations in which occupational requirements make consideration of such factors necessary.

EMPLOYMENT

HIRING POLICY

SCOPE

All employees of *AFL Cleaning Services*

Employment at *AFL Cleaning Services* is "at will", and employment can be terminated by either party, at any time, and for any reason.

Statements in the application of this handbook, training manuals, or other Company documents do not constitute or imply an employment contract and should not be relied upon by the employee, under any circumstances, as assuring continued employment or superseding the Company's "at will" employment policy.

EMPLOYMENT POLICY:

Minimum Age

The Company will comply with all applicable laws and regulations covering employment. As conditions of employment all employees will complete an application for employment and submit an application to PA State Police and/or Federal Bureau of Investigation to obtain background clearances.

Definitions

An employment is defined as an action by which an individual not presently employed by the Company is added to the Company's payroll as a regular, part-time or temporary employee, ascribed to perform specific tasks, in a specific manner as conditions of employment. Types of AFL Cleaning Services Employees are:

1. Regular employee ● All “regular” employees work on a “part-time” basis. Normal work hours are less than 40 hours/wk.
2. Casual employee ● Is hired for a specific project with a defined, temporary length of time.

PROBATION PERIOD:

A normal probationary period of sixty (60) days will be in effect for all employees, but can be extended to no more than ninety (90) days where deemed appropriate.

A probation period is an introduction period of employment that allows **AFL Cleaning Services** and the employee to determine if an employment relationship is suitable for both parties. It's a time for employees to become familiar with the **values, missions** and **tasks** involved in the job, as well as a period for the employer to evaluate the employee's ability to perform at the expected standards of the job. By completing the probationary period, an employee is not guaranteed continued employment, because employment at **AFL Cleaning Services** is “**at-will**”. ***Call-offs, other than extreme emergency cases will NOT be tolerated, during the probation period. During the probation period the:***

Employer Will:

- Help employee achieve training goals and performance objectives through personal on-the-job training.
- Ensure employee has all resources needed to perform job successfully as deemed appropriate by the employer.
- Foster a mutual understanding of expectations, standards of performance and an evaluation process.

Employee Will:

- Be particularly attentive, timely and open to training, policies and procedures during this period to ensure success and mutual understanding of expectations.
- Ensure they arrive to the job site on time and depart as required, utilizing the procedures provided for the specific location.
- Learn the nature of the business and understand how critical attendance is and that absenteeism ***will not*** be tolerated, particularly during the probation period, save extreme emergency situations, in which the employee must follow policies for requesting absence. ***(See Section on Absence From Work below.)***

WORK PLACE:

The work place in our business, are that of the client. **ONLY** authorized personnel of AFL Cleaning Services are permitted in the building during times of service. ***Any employee who brings/allows unauthorized individuals in the work place will be immediately terminated.*** **NO UNAUTHORIZED INDIVIDUALS ARE PERMITTED IN THE WORK PLACE.**

ATTENDANCE POLICY

SCOPE

All Employees

DEFINITION

Attendance is defined as being present at the scheduled work location *on time* and *prepared to perform* the expected work at the expected standard of quality prescribed by *AFL Cleaning Services and its clients*.

POLICY

Attendance is expected of all employees at scheduled times, for the scheduled duration.

Absence from Work:

POLICY

Absence from work, for the purpose of this policy, is time away from scheduled work. Due to the nature of the business and type of employees, all absences from work are without pay.

Absence Request Form Policy:

Employees must complete and submit an Absence Request Form to Management for approval. In *approving* time off, management shall give consideration to all relevant facts, including: work requirements, urgency of the request, and frequency of such requests. It is the responsibility of the employee to gain approval from management at least **two week (14 days)** prior to the desired personal time off, with exception of unforeseen emergencies.

1. Death in the immediate family

"Immediate family" is; spouse, domestic partner (defined as any person whose domestic partnership is currently registered with a governmental body pursuant to state or local law), child, mother, father, brother, sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandmother, grandfather, grandchildren, or any other person who is in a similarly close personal relationship to the employee. ***In these cases, the employee must complete an Absence Request Form, ensuring all pertinent information is completed and submitted to management. Unpaid absences may be approved for a period up to a maximum of three working days. An additional one-day approved absence may be granted in cases where extenuating circumstances exists.***

2. Medical or Dental Appointments

It is expected that the employee will arrange appointments for nonworking times. However, in cases where this is not possible because the service is not available during nonworking hours, e.g. hospital x-rays, specialists, necessary unpaid time off may be approved, the employee must complete and submit an **Absence Request Form at least two weeks (14 days) prior to absence date.**

3. Legal obligations

Time off may be approved for necessary legal matters not involving infractions of laws. An example: attending the closing on the purchase of a house. The employee must complete and submit an **Absence Request Form at least two weeks (14 days) prior to absence date.**

Procedures for "Emergency Call-Offs" are:

- You **MUST CALL AND SPEAK** with a member of Management at least 6 hours prior to your scheduled time of work.
- Texting is **NOT** an acceptable way to call off, nor is it acceptable for anyone other than the employee to call one off.
- After successfully speaking to a member of management concerning your "emergency call off", the employee is also required to complete an "Absence Form" on the website for administrative purposes.
- When call-offs involve illnesses that require emergency and hospital visits, the employee must obtain a release, from the attending facility to return to work to normal work duties. The release must be provided in order to return to work.

Procedures for “Requesting Time Off in Advance” are:

- A request must be submitted at least 14 days prior to the requested day off.
- Request should be made at: <http://www.aflcleaningservices.com/absence-request.php>
- Management will make an appropriate decision on the request and inform you as soon as possible, but no later than one week prior to your requested day off.

LEAVES OF ABSENCE

SCOPE

All employees, (without pay).

POLICY

Leave of absence is a period of time *up to and in excess of three working days* away from scheduled work. Such absences are necessary for management approval for the purpose of continued employment. ***ALL leaves of absence, must be requested by completing and submitting a Absence Request Form to management at least two weeks (14 days) prior to requested leave.***

The decision to grant a leave shall be based upon the urgency of the request and the effect upon work requirements.

Leaves of absence ***shall not*** be used for the purpose of working for another employer, trying out new work, or venturing into business for oneself.

MEDICAL LEAVE OF ABSENCE:

A leave of absence may be granted for personal reasons, not to exceed one month, with exception and based on management discretion.

Medical Leave Conditions: A medical leave may be taken by an employee provided a medical certification, from a licensed practicing medical doctor or facility, is provided to management, that documents the need for such a leave. Upon return to work and based upon the detriment to the client(s), the employee serves, along with a release from a licensed, practicing medical doctor or facility stating the employee can fully return to work without limitations, the employee may return to their position or one that's similar.

Employer Notification

When leave is not deemed an emergency, an employee must give management, two weeks (14 days) advance notice, by completing and submitting a **Absence Request Form**. In addition, when foreseeable leave is for planned medical treatment, the employee must make a reasonable effort to schedule the treatment so as not to unduly disrupt the Company's operation and also complete and submit a Absence Request Form.

Medical Certification of Serious Health Condition

A serious health condition means a condition that involves inpatient care or continuing treatment by a health care provider, that extends beyond a casual health condition. An employee approved for serious health condition leave must provide, upon returning to work, a medical certification of the necessity for the leave, from a licensed, practicing medical doctor or facility.

Medical Certification of Casual Health Conditions:

A casual health condition means a condition that involves absence from work for less than three (3) consecutive days for conditions such as, but not limited to common cold, influenza and minor injury. Such casual health conditions that arise unexpectedly require ***the employee to personally speak to a member of management and communicate*** the nature of their ***casual health condition*** and the return to work within two days of absence. If an emergency facility is visited, it is necessary to obtain a release to return to normal duties from a licensed practicing medical doctor or facility that documents the nature of the condition treated.

Return to Work after approved leave:

Subsequent to an approved leave, the Company shall reinstate an employee to the same or equivalent job held before the leave ***where possible***, with the presentation of medical certification.

PERFORMANCE

PERFORMANCE DEVELOPMENT AND TRAINING POLICY

ALL EMPLOYEES

SCOPE

All employees

PURPOSE

To provide clear expectations, counseling, and evaluative feedback to employees concerning performance results.

PHILOSOPHY

Effective performance *depends significantly on effective two-way communication between management and employee*. This communication should include a clear understanding of expectations for work results, periodic reviews of progress towards these results, and counseling, re-training or assistance when necessary.

MAJOR ACTIVITIES IN PERFORMANCE PLANNING AND REVIEW

There are three major activities in the Performance Management and Review Process.

1. A Valid Job Description

The fundamental component of the performance is the job description. This document identifies the skills, competencies, experiences and training details suggested and/or required for a particular job. It is in the best interest of both the employee and the company to ensure a current (not less than 3 years old) job description exists. Management and employee should review the job description upon being hired and review at regular interval to ensure a high level of accuracy exists and desired results are being accomplished.

2. Performance Evaluation Process

The client evaluates the employee job performance on a regular (weekly or monthly) basis using the Customer Quality Card provided by the company. As stated on the card, a code or rating of 3 or below is unacceptable. With such rating, the employee will undergo additional training and if deemed necessary, terminated.

3. Development Opportunities.

The Company will provide periodic skills training to the employees for the purpose of continuous development and on-going growth, based on the organizations mission and values.

TRAINING:

POLICY

It is the policy of the Company to provide initial on-the-job training and ongoing development opportunities to employees, to ensure that all employees continually grow in their work-related skills and abilities. It is the policy of the Company to provide both documented and face-to-face feedback to employees on their skills on a periodic basis.

PHILOSOPHY

Company success depends largely on the productivity and performance of each employee. In order to be productive, each employee needs to develop the skills necessary for effective work performance.

There may become a time when a *need for improvement* may be discussed with an employee, in which a “re-training” plan for improvement will be developed.

COMPENSATION

SCOPE

Applies to all employees

POLICY

It is the policy of the Company to pay employees fairly for their services, to provide incentives for improved performance, and to keep the Company in a competitive market with other organizations.

A. Job Descriptions and Evaluations

Each job in the Company will be described in writing and will be assigned a wage level on the basis of comparative market compensation data and duties involved in the job.

B. Wages

Each job assigned will be given a wage rate based on several criteria in which the employee will be compensated for performing a particular job.

TERMINATION:

SCOPE

All employees

DEFINITION

An individual's employment with the Company may be terminated in several ways:

1. A **dismissal for cause** is the termination of employment for a specific action or actions detrimental to the Company, its employees or its clients. Such actions would include, but are not to be limited to:
 - Disclosure of proprietary or other confidential information.
 - Actions detrimental to the Company or Client's interest.
 - Embezzlement, theft, or other misappropriation of Company funds, assets or Client's funds or assets.
 - Falsification of records or reports.
 - Deliberate or reckless action that causes actual or potential injury or loss to the Company, employees of the Company or its' clients.
 - Violation of Company policies or rules.
 - Insubordination.
 - Illegal acts on Company or client's property or in representing the Company.
2. A **dismissal for unsatisfactory performance** is the termination of employment for failure to perform duties in a satisfactory manner, including but not limited to the following:
 - Work output (quantity or quality) not meeting the requirements of the job.
 - Work consistently off schedule.
 - Failure to meet accepted standards of employment (e.g., excessive or sustained absenteeism or tardiness).
 - Inability to maintain satisfactory relationships with others.
 - Inability to maintain excellent attendance.
3. A **separation** is the termination of an individual's employment effected by the Company due to the elimination of the individual's duties for reasons such as lack of work, organization changes, or general reduction of force.
4. A **resignation** is the termination of an individual's employment effected by the employee.

5. A death of an individual while an employee.

NOTE: As stated in Conditions of Employment, all employment relationships with *AFL Cleaning Services* are on an “at-will” basis and the Company reserves the right to terminate the employment relationship at any time at its discretion. The above are only examples of reasons for termination.

POLICY

1. Authorization of Dismissal or Separations

The dismissal, separation or resignation of an employee will be in accordance with the following:

- a. Termination by dismissal and/or separation will occur in meeting between both management and employee.

2. Notification to Employee

- a. The procedure for notifying an employee of a termination effected by the Company will vary with the type of termination, but will be followed-up with written notification.
- b. Dismissal for Cause
 1. Dismissal for cause will be immediate and without prior notification.
 2. Dismissal for unsatisfactory performance will not be without counseling by management in an attempt to offer plan for corrective action.

3. Notification To Employer

- a. The procedure for notifying the employer of resignation should be in writing with two (14 days) weeks prior notice to the resignation effective date.

4. Payment

- a. Dismissal, Separation or Resignation:
 1. Employees who are dismissed for cause or for unsatisfactory performance or who voluntarily resign, shall be paid through the last day they actually worked.
 2. Death
 1. The estates of employees who die while on active payroll status (that is, who are not on leave without pay or disability leave) shall be paid the employee’s wages through the last day they actually work.

COMMUNICATION POLICY:

SCOPE

All employees

PURPOSE

Due to the nature of the commercial cleaning industry, it is imperative that ***all employees*** have personal, active and fully functioning cell phones, ***with voicemail capabilities***, in order to effectively communicate with management and other employees.

POLICY

Management and other employees will call or text employees for the purposes of communicating instructions and various communications that pertain to the operation of the business. It is necessary to be available and/or to respond to the calls or texts immediately and no longer than 2 hours from the initial communication. Repeated behavior of not being available or to failing to respond immediately or within the allotted time frame could result in disciplinary action including termination of employment.

Clients often must alter schedules or request additional services and without an effective communication system, we aren't capable of fulfilling the client's needs, therefore, it is vitally important for **ALL** employees to understand and agree to the terms of this communication policy as a condition of employment. The employee is completely responsible for maintaining a personal, active, and fully functioning mobile phone device, ***including voicemail capabilities***, at all times, as a condition of employment.

Non-business related calls ***during work hours*** are prohibited, except for extreme emergency purposes.

CONTACT INFORMATION POLICY:

SCOPE

All employees

PURPOSE

During the application process, applicants complete contact information, however, during employment, employees move, change phone numbers and even email addresses.

POLICY

All employees must notify the employer of any changes to contact information immediately. New address, home or mobile telephone number and email addresses must be updated immediately by completing and submitting an ***Employee contact information update form online*** at the following address:

<http://www.aflcleaningservices.com/contact-information.php>

Failure to do so can result in delayed pay checks/pay statements/tax information and normal work related communications.

DRESS CODE AND APPEARANCE POLICY:

SCOPE

All employees

PURPOSE

All employees are to maintain a respectable appearance in dress and grooming during work hours, that is presentable and representative of a professional services organization. Clients and customers to the client are often present in the workplace during the time we perform our service, therefore, it's imperative that our appearance and dress are conducive to a professional workplace.

POLICY

The dress code is one of comfort, yet must include:

- Proper fitting clothing (no bagging/sagging or excessively tight pants)
- Clean clothing that is free of holes and stains
- Clothing that's free of offensive/foul language and non-professional images
- No hats or scarfs unless otherwise approved for medical conditions
- Shoes that provide support and are safe to avoid slips/trips/falls.
- Shorts during summer months, but must be at least knee length and not cut-off
- Shirts must be long enough to tuck into pants and should not be cut-off

Failure to adhere to the dress code and appearance policy can result in disciplinary action.

SAFETY

AFL Cleaning Services places the highest importance on the safety and wellbeing of its' employees and clients. ***It is our belief that all accidents can be prevented.*** To this end, every reasonable effort will be made to provide a safe and healthy work environment.

- Each employee is responsible for his/her own safety and for actions that affect the safety of others in and around their work environment.
- Every employee is expected to; report unsafe conditions; think before acting and consciously take care to avoid unnecessary risk.
- Every employee must be alert; **free from obstruction of headsets, earphones, blue-tooths, music and the engagement of telephone conversations and texting while on the job, unless conversing with management or the employer.** It is important to always be aware of surroundings and alert at all times for the wellbeing of self and others in the work environment.
- All cleaning supplies are provided by *AFL Cleaning Services* and must always contain MSD Sheets as provided by AFL Cleaning Service. The MSD Sheets ***must be affixed to the products and always visible.***

SCOPE

All employees

PURPOSE

AFL Cleaning Services is concerned with providing a safe work environment for every employee and client.

Written Safety Rules And Procedures

For any employee to do his/her job properly there should be a set of written procedures and rules.

Training

An employee should be properly trained in safety procedures, and hazards associated with the job should be noted.

Auditing

As the employee performs his/her assignment, it is important that he/she be audited to ensure that the assignment is being performed safely and that the conditions surrounding the work are conducive to a safe operation. The client audits and evaluates the employees weekly and submits the results to AFL Cleaning Services.

Incident Investigation

If an *accident* or *near accident occurs*, employees familiar with the work assignments should be involved to determine what corrective actions are taken to prevent the incident from recurring and to document and report the unsafe environment along with suggestive corrective actions. ***ALL ACCIDENTS MUST BE REPORTED TO AFL CLEANING SERVICES IMMEDIATELY BY COMMUNICATING TO MANAGEMENT VIA A TELEPHONE CONVERSATION IN ORDER THAT AN INCIDENT REPORT BE COMPLETED BY MANAGEMENT AT THE TIME OF THE ACCIDENT, PRIOR TO THE EMPLOYEE DEPARTING THE WORK LOCATION.***

Ongoing Evaluation

The process of the safety is continuous. Incident investigations may require rewriting procedures, new training, and auditing. As employees continue to refine and improve these key elements, the process becomes second nature and is in a state of continuously improving the work environment.

EMPLOYEE RELATIONS

Employee Conduct

SCOPE

All employees

POLICY

It is the policy of ***AFL Cleaning Services*** to establish and enforce general standards of conduct that support acceptable employee behavior and the Company's Core Values. When the Core Values are not followed or **unacceptable conduct is observed**, (such as but not limited to telephone conversations, listening to music with earphones/headsets and texting) **or reported, it will be addressed on a timely basis with an appropriate response.**

I. RESPONSIBILITY

A. All employees are responsible for:

- a. Understanding ***AFL Cleaning Services*** Mission and Values
- b. Applying the Company's Core Values in their everyday work life
- c. Understanding and following Personnel Policies and Procedures
- d. Asking management for guidance if there is any question concerning acceptable conduct or behavior that may impact the employment relationship

B. All those in management are responsible for:

- a. Understanding and applying ***AFL Cleaning Services Mission and Values***
- b. Understanding and following Employees Policies and Procedures
- c. Requiring an acceptable level of conduct from their subordinates
- d. Reacting in a timely and appropriate manner to conduct that is not acceptable or that is in conflict with ***AFL Cleaning Services Mission and Values***.
- e. Documenting; any action taken, the reason for the action, the expected results and course of action and future actions if results are not achieved.
- f. Promoting ***AFL Cleaning Services Mission and Values***
- g. Administration and communication of Employee Policies and Procedures
- h. Providing guidance and counsel concerning all matters of employee conduct and disciplinary action
- i. Maintaining a fair and consistent program of disciplinary action issued as a result of unacceptable and/or inappropriate employee conduct
- j. Maintaining records relating to employee conduct

II. PROCEDURES

In most instances, violations of the Company's Core Values or matters of unacceptable employee conduct, when confronted early, are such:

- That they can be addressed with minimal corrective action, or constructive discipline.
- Constructive disciplinary action for less serious situations normally takes the form of a simple conversation with the employee to inform them of an observed or reported behavior judged to be unacceptable (tardiness, dress code, unsafe behaviors, etc.).
- If improvement is not recognized, and depending on the circumstances, additional written documentation may be appropriate and should be viewed as serious.

- If the conduct violation is of a more serious nature (e.g., harassment, abusive language towards any other employees, or clients etc., blatant disregard for policies) it may be more appropriate to provide written warning as a step toward termination.

In each contact with the employee, verbal or written, management should have the specific facts and details to support the need for the contact (e.g., dates and times the tardiness or offense occurred) and should initiate the contact as soon as possible.

Management should be prepared to clearly define the expected conduct as well as clearly stating the next level of discipline for failure to take appropriate corrective action (e.g., additional verbal warning, written warning or termination of employment).

Written communications concerning conduct should be included in the employee's personnel file. Written communications should include:

- A statement about the Company's Core Values and/or acceptable employee conduct
- A statement of facts concerning the observed or reported violation of the Company's Core Values and/or acceptable standards of conduct
- A statement concerning how continued or future violations will be addressed
- A positive statement about the value of the employee when they follow the Company's Core Values and meet acceptable standards of conduct
- Employee acknowledgement of receipt of the warning

Certain violations of the Company's Core Values and/or general rules regarding conduct can be cause for immediate termination of employment, even for the first violation. Depending on the situation, it may be appropriate for management to relieve the employee from work while conducting an investigation or while seeking the approval for termination of employment.

DRUG-FREE WORKPLACE

SCOPE

To All employees

PURPOSE

The Company makes reasonable provisions for providing a safe and healthy workplace. Employees under the influence of drugs or dependent upon drugs are a threat to the wellbeing and safety of themselves, fellow employees and clients, and could cause damage to the Company's equipment and/or client's property. Any involvement by employees with drugs that adversely affects the workplace or the work environment will not be tolerated.

POLICY

AFL Cleaning Services strictly prohibits reporting to or being at work with any quantity of alcohol or illegal drugs in the body. The manufacture, distribution, dispensing, possession, sale, purchase, or use of drug paraphernalia, or a prohibited controlled substance while on or in **AFL Cleaning Services** property or while on **AFL Cleaning Services** business is a violation of the Substance Abuse Policy. Further, the unauthorized use or possession of prescription drugs or over-the-counter drugs while on **AFL Cleaning Services** property or on **AFL Cleaning Services** business is a violation of **AFL Cleaning Services** policy.

Searches of individuals and their personal effects, lockers, and vehicles may be conducted at such times and places as necessary to determine compliance with this policy. (See details of search below.)

Violation of this Policy may result in disciplinary action, up to and including termination, even for a first offense.

Illegal Drugs

Illegal drugs include, but are not limited to: marijuana, heroin, cocaine, amphetamines, barbiturates, benzodiazepines, opiates, methaqualone, and propoxyphene, and any other controlled substance. The presence, in any detectable amount, of any illegal drug in an employee while performing **AFL Cleaning**

Services business or while in a *AFL Cleaning Services* facility is prohibited. Any employee who has a confirmed “positive” test for any of the foregoing drugs is in violation of this policy, unless the employee demonstrates a medical explanation for the use of the drug reported as “positive”.

AFL Cleaning Services will test for illegal drugs at the following levels:

Drugs to be tested	Confirmed Initial	Confirmation Cut-off
	Level (ng/ml)	Level (ng/ml)
Amphetamines	300	300
Barbiturates	300	100
Cannabinoids (THC, Marijuana)	20	10
Benzodiazepines	300	100
Benzoyllecgonine	300	150
Opiates (Heroin, etc.)	300	150
Methadone	300	100
Phencyclidine (PCP)	25	25
Propoxyphene	300	200
Methaqualone	300	200

Alcohol
Being under the influence of alcohol by any employee while performing *AFL Cleaning Services* business is prohibited. Consumption of alcohol in *AFL Cleaning Services* facilities is prohibited. Consumption or possession of alcohol, in unsealed or opened containers, on, in, or while using *AFL Cleaning Services* property, including *AFL Cleaning Services client’s property* is prohibited.

DISCIPLINARY ACTION

Violation of this policy may result in disciplinary action, up to and including termination, even for a first offense.

SEARCHES

AFL Cleaning Services may conduct unannounced searches for illegal drugs or alcohol in *AFL Cleaning Services and/or their client’s* facilities. Employees are expected to cooperate in the conducting of such searches. Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee(s) are in violation of this Policy.

Searches of employees and their personal property may otherwise be conducted when circumstances or workplace conditions justify them.

An employee’s consent to search is required as a condition of employment and the employee’s refusal to consent may result in disciplinary action, including termination, even for a first refusal.

DEFINITIONS

Alcohol means ethyl alcohol (ethanol and includes all liquids containing ethyl alcohol.

Drug means any substance or chemical that has mind or function altering effects on the human body, including prescription and over-the-counter medications.

Drug paraphernalia means any item used for the administering, transferring, or storing of a drug.

Illegal drug means a controlled substance included in Schedule I or II, as defined by Section 802(6) of Title 21 of the United States Code, the possession of which is unlawful under Chapter 13 of that title. The term “illegal drug” does not mean the use of a controlled substance pursuant to a valid prescription or other uses authorized by law.

Medical Review Officer or MRO means a licensed physician responsible for receiving laboratory results, generated by the Consortium’s drug testing program, and who is knowledgeable of substance about disorders. The MRO must have appropriate medical training to interpret and evaluate test results in conjunction with medical history and other bio-medical information.

Possession means on one’s person, in one’s personal effects, in one’s vehicle, or under one’s control.

Sale means any exchange, transfer, or sharing whether for money or otherwise.

Use means any form of consumption, ingestion, inhaling, or injecting.

SEXUAL HARASSMENT

SCOPE

All employees

POLICY

It is the policy of ***AFL Cleaning Services*** to maintain a work environment free of all forms of sexual harassment. All alleged incidents of sexual harassment will be promptly and thoroughly investigated. Upon completion of an investigation and based upon the results, appropriate and corrective action will be taken by management. Any employee who engages in any action or conduct constituting sexual harassment will be subject to appropriate disciplinary action up to, and including, termination.

DEFINITION

Unwelcomed sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

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

RESPONSIBILITY

AFL Cleaning Services is responsible for:

- Ensuring that their work area is free of any form of sexual harassment; and
- Ensuring that employees who report incidents or corroborate evidence of sexual harassment are adequately protected from any act of retaliation from either co-worker(s) or management.
- Ensure all employees are properly and regularly trained on sexual harassment.

PROCEDURE

Any employee who believes that he/she is being sexually harassed should report the incident(s) to management. In the event that this is not possible, the employee should report the incident(s) to another member of management team.

Each case will be quickly and confidentially investigated to determine if sexual harassment has occurred. All investigations will be designed to protect the privacy of, and minimize suspicion toward, all parties concerned.

SMOKE FREE POLICY

SCOPE

All employees

POLICY

AFL Cleaning Services places the highest importance on the safety and well being of its employees.

Tobacco smoke is a major contributor to air pollution, and breathing secondhand smoke is a significant health hazard for individuals with cardiovascular disease, individuals with impaired respiratory function and those with obstructive airway diseases. Health hazards induced by breathing secondhand smoke or Environmental Tobacco Smoke (ETS) include, but are not limited to, lung cancer, respiratory infection, decreased exercise tolerance, decreased respiratory function as well as bronchial conditions.

The Smoke-Free Workplace policy is intended to provide a healthier work environment for all employees--smokers and non-smokers by eliminating exposure to ETS. This policy applies to the smoking of all tobacco products, i.e. cigarettes, pipes and cigars.

Smoking is Prohibited In:

- All meetings, conferences, client facilities and training sessions as determined by the client's policies and procedures.
- All shared areas, such as lobbies, restrooms, hallways, stairwells, duplicating centers, workrooms, reception areas, elevators and the cafeteria
- All private offices
- Anywhere the client has prohibited smoking on their property/place of business.

PROBLEM RESOLUTION

SCOPE

All employees

PURPOSE

It is the desire of the Company to maintain relations with employees on a plane that recognizes the dignity of the individual and constantly seeks to provide better mutual understanding and relationships through fair and considerate dealing with all employees.

Despite the efforts of all concerned, it is recognized that problems will arise from time to time. These may involve personal differences, disagreements, interpretations of policy, etc. The purpose of this policy is to provide guidelines for the review and resolution of employee or management problems.

POLICY

In cases where problems arise, employees and management should make every effort to *informally* resolve the problem. Management is expected to listen to and carefully consider the complaints of employees. Any employee who disrespects another employee or member of the management team will receive a notice of misconduct which will contain a warning against future behaviors.

Employees or management may, at any time, informally discuss a problem in the presence of another management level personnel. Through confidential discussions, the management team will explore ways to solve the problem — clarification of policy, counseling, informal discussions with the parties concerned, etc. Management should assure employee no notations will be made in the employee folders.

DISCRIMINATION

SCOPE

Applies to all employees

POLICY

It is the policy of **AFL Cleaning Services** to ensure that any employee who feels that he/she has been discriminated against because of race, color, creed, national origin, sex, age, marital status, religion, or physical or mental limitations (save the physical requirements for job performance) shall be given a fair and equitable review.

PROCEDURE

All employees are encouraged to first use the normal channels available for the resolution of problems, and complaints with their immediate supervisor. If the employee is still not satisfied, he/she may refer the situation to the Owner/Operator for review Of the situation and appropriate action.

QUESTIONS REGARDING POLICY OR PROCEDURE

AFL Cleaning Services is interested in any questions you may have regarding any policy or procedure or any matter that bears upon your relationship with the Company. You are encouraged to consult with management for further explanation or clarification of any and all material covered in this manual.

The Company reserves the right to change the terms of its Employee Policies and Procedures at any time.

Acknowledgment of AFL Cleaning Services Employee Handbook

(Please sign, and return to employer to be included in personnel file.)

As an employee of AFL Cleaning Services, I acknowledge receipt of the “Employee Policies & Procedures Handbook”.

By my signature below, I agree to read the employee handbook, for understanding, as well as to abide by these guidelines as a condition of my employment and continuing employment with AFL Cleaning Services.

I further understand, that if I have questions, at any time, regarding these policies and/or procedures, or any other issues that may arise that influence my employment, I will take the initiative to consult with my immediate supervisor or owner/operator to obtain the necessary direction.

Employee: _____
(Print Full Name)

Signature: _____ Date: _____