



Final Touch Housekeeping

Employee Standards Manual

TABLE OF CONTENTS

TOPIC	PAGE
<u>Purpose of the Handbook</u>	3
Welcome To Final Touch Housekeeping	4
Your Role in The Company	4
Introduction to our Open Door Policy	4
<u>Responsibilities under the Open Door Policy</u>	4
Benefits of the Open Door Policy	5
Communication	5
At-Will-Employment	5
Scheduling	5
<u>Working Hours</u>	5
Working Hours Continued	6
Holidays	6
Attendance and Punctuality	6
<u>Scheduled Absences</u>	6
Scheduled Absences Continued	7
Unscheduled Leave and Emergencies	7
<u>Compensation</u>	7
Pay Days	8
Mileage	8
Unemployment Insurance	8
Social Security and Medicare	8
<u>Lunch and Coffee Breaks</u>	8
Workers' Compensation	9
Bonding	9
<u>Commercial Liability Insurance</u>	9
Employee Files	10
<u>Training</u>	10
Employee Safety	11
Team Guidelines	11
Mistakes and Trouble Spots	11
<u>While in the Job Site (Clients' Home)</u>	11
While in the Job Site (Clients' Home) Continued	12
Personal Appearance and Dress	12
Parking at the Job Site (Clients' Home)	12
Gossip	12
<u>Employee Development</u>	12
Employee Development Continued	13
Voluntary Separation	13
Job Abandonment	13
<u>Progressive Discipline</u>	13
Corrective Action Report	14
Termination of Employment	14
<u>Ideas and Suggestions</u>	14
<u>Acknowledgement and Signature</u>	15
<u>Cleaning Team Member Job Description</u>	16
<u>Team Leader Job Description</u>	17

The Purpose of the Handbook

This Final Touch Housekeeping, (hereinafter referred to as "FTH" or "the Company") Employee Handbook establishes policies, procedures, benefits, and working conditions that will be followed by all Final Touch Housekeeping employees as a condition of their employment at FTH. The Standards of Conduct describe the expected actions and behaviors of employees while conducting Company business.

This Final Touch Housekeeping Employee Handbook is not a contract of employment nor is it intended to create contractual obligations for the Company of any kind. The policies and procedures outlined in this handbook will be applied at the discretion of Final Touch Housekeeping. Final Touch Housekeeping reserves the right to deviate from the policies, procedures, benefits, and working conditions described in this handbook. Furthermore, the Company reserves the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice.

The Company will make every effort to notify employees when an official change in policy or procedure has been made but employees are responsible for their own up-to-date knowledge about Company policies, procedures, benefits, and working conditions. No provision in this employee handbook and expected Standards of Conduct can be waived without written permission from Michelle Braun, Becky Campbell, or their designee. Such a waiver, if granted, applies only to the employee for whom the waiver was granted at the time of the waiver.

Final Touch Housekeeping strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they achieve ever more demanding challenges. Your Company commitment to serving clients and to providing quality, detailed service at competitive prices is unwavering. These policies, procedures and working conditions provide a work environment in which both clients-interests and employee-interests are served.

Final Touch Housekeeping values the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment in which employees and FTH alike can thrive. Final Touch Housekeeping provides an Open Door Policy in which employees are encouraged to take problems to the next level of management if they are unable to resolve a situation with their direct supervisor. Final Touch Housekeeping is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color does not affect hiring, promotion, development opportunities, pay, or benefits. Final Touch Housekeeping provides for fair treatment of employees based on merit. The company complies with all applicable federal, state, and local labor laws.

Employment at Final Touch Housekeeping is on an "at will" basis, which means that you, the employee, or Final Touch Housekeeping, may terminate the employment relationship at any time, for any reason, with or without cause. Only a written agreement, signed by Michelle Braun or Becky Campbell, Owners of Final Touch Housekeeping, can change the "at will" nature of the employment of any individual.

Please review the policies, procedures, working conditions, and benefits described in this handbook. You will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook and employee Standards of Conduct.

Welcome Aboard!

Welcome to the growing family of professional house cleaning associates. Final Touch Housekeeping is locally owned and operated and we're proud to have you with us. Your work is important to both our company and the clients for whom you will be working. The development of skill and proficiency in performing your duties is vital. Your value as a reliable, conscientious associate should never be underestimated. Your belief in the importance of good job performance is essential to your successful employment. The Company can achieve excellence only through the personal efforts of each individual employee.

This Handbook contains declarations of personnel policies and procedures. This Handbook is not an employment contract. These written policies should increase understanding and eliminate the need for personal decisions on company policy. It is the goal of management to administer these policies in a consistent and impartial manner. We believe that you will find your employment with us to be challenging and rewarding. You are an important asset to the company. It is our sincere wish that you find success and satisfaction in your new job.

Your Role in the Company

While we sign your paycheck, your ultimate "boss" is the client whose home you and your teammates are cleaning. In the end, your clients are whom you must satisfy. As a team member you have a number of responsibilities for meeting the company's standards of cleanliness and appearance. However, your job not only requires technical know-how, it requires good "people skills." When a client walks into a sparkling clean room you can feel their mood change. They'll be very appreciative of your efforts. Should a client ever make a critical comment about your workmanship, be careful not to react negatively as it is not an attack on you personally.

By understanding your job and by treating clients the way you would like to be treated, you'll be able to apply good judgment to otherwise "sticky" situations. Clients must always be treated like VIP's. They should be treated with the respect due a boss. Without satisfied clients there are no profits. Without profits there can be no wages, bonuses or job security. In most cases your clients won't be home while you're working. However, you should always conduct yourself as though he or she was there looking over your shoulder while you're working.

Introduction to the Open Door Policy

Your company has adopted an Open Door Policy for all employees. This means, literally, that every manager's door (or phone) is open to every employee. The purpose of our open door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee. Our open door policy means that employees are free to talk with any manager at any time without having concerns regarding your position with Final Touch Housekeeping.

Responsibilities Under an Open Door Policy

If any area of your work is causing you concern, you have the responsibility to address your concern with either Michelle or Becky. Whether you have a problem, a complaint, a suggestion, or an observation, your company owners want to hear from you. By listening to you, the company is able to improve, to address complaints, and to foster employee understanding of the rationale for practices, processes, and decisions.

Benefits of the Open Door Policy

By helping to solve problems, managers benefit by gaining valuable insight into possible problems with existing methods, procedures, and approaches. While there may not be an easy answer or solution to every concern, every employee has the opportunity at all times, through the open door policy, to be heard.

Communications

Your employer is expected to keep you informed on all internal matters pertinent to your job. Communications considered pertinent to your job include initial and ongoing training, refresher courses in connection with performing your duties, initial and periodic safety meetings, and printed materials related to your job which may be revised and updated from time to time and periodic performance reviews.

At-Will Employment

At-will employment describes the employment relationship between employers and employees in almost every state. At-will employment means that Final Touch Housekeeping does not offer tenured or guaranteed employment for any period of time to any employee without an employee contract.

In at-will employment either the Company or the employee can terminate the employment relationship at any time, with or without cause, with or without notice. This does not mean that employers can arbitrarily fire employees without good faith communication, fairness, and non-discriminatory practices. In fact, courts are increasingly finding for employees in litigation. Employers must demonstrate a good faith effort to correct the employee's performance or the other issues that lead to employment termination. Just because we have at-will employment, it will not be used as a reason to fire an employee.

Scheduling

This is a fluid business and the schedule changes almost daily. Our cell phones are ringing constantly. We spend a lot of money on advertising and in order to grow the business in a poor economy we try to accommodate customers' needs, even if that means adding them to the schedule for the next day. We will give as much notice as possible and you are responsible for checking e-mail daily for any schedule changes. Communication is the utmost important tool we have in building a growing company.

Having email access is mandatory. Please let Michelle or Becky know if you would also like to receive a TEXT update as well. Read your schedule DAILY and check for any updates or changes that may added/deleted to the schedule. We will try to put these changes in RED. We will send out a schedule before your work week – generally on Saturday but sometimes on Sunday if we are waiting for a client to confirm a cleaning that week.

Working Hours

Your working hours will be determined by the assignments you receive and may fluctuate from day to day and from week to week. As a rule, you should be prepared to make yourself available

to work Monday through Friday between 9:00 AM and 3:00 PM. Your actual schedule may include longer or shorter days. Schedules are posted in advance and are actually created for the entire month. We do our best not to add clients to that day's business; however we may need to add onto the following day.

Working Hours Continued

We do our best to lock in your schedule for the day. However, if you have any appointment planned for later in the day, please inform Michelle or Becky. If we are unaware of a later appointment and we have to add a client that day, either you miss your appointment or we lose a client. If we are aware of an appointment – hair, doctor, dentist, R&R, we know you are not available after the last house already scheduled. Be sure to fill out the Request for Time Office Form and deliver it to either Michelle or Becky. Forms are available on the website in the **Employee** section. You can fill out this form and e-mail it to us as well. You must receive your request back “Approved.”

Holidays

Weeks proceeding and following major holidays are often extra busy for our company. When a holiday falls on a weekday it means that we now have five days worth of clients to look after in four days (or on occasion, in even less time). Obviously this means we could use the services of more workers at these times – not fewer employees. While you will not be asked to work on this holiday, you may be asked to work a few extra hours during the days preceding and following these holidays. Thursdays and Fridays are also very busy for us and the same rules apply to these days.

The major holidays that we observe are

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Attendance and Punctuality

Maintaining a good attendance record and being on time for work are significant conditions of your employment with us. If you are absent or even late the entire day's workflow can be seriously disrupted. It may even be impossible to keep our scheduled appointments for that day. NOTHING upsets your “boss” – that is, your clients – more than when we mess up on their cleaning schedule or do not show up as promised. This is the major reason why clients fire their house cleaners.

A poor attendance record is the primary reason for termination of an employee by the company as well. It can also affect your quarterly bonus. If you are asked to report for work at a specific time – such as 9:00 AM each workday morning, it means exactly that: not 9:07 AM or 9:15 AM and certainly not 9:45 AM. If you are tardy it means that your fellow team members are forced to wait around for you to show up before they can get going. Nobody can “clock-in” until you actually start working.

Scheduled Absences

Requests for vacations or time off should be submitted in writing well in advance. Requests for time off around major holidays may be difficult to comply with so you should not be surprised or upset if you're told it's not possible to do so. Any requests for time off during major holidays must be made at least two months in advance. You must also understand that not every employee's request for time off during peak holidays can be satisfied by the company.

Scheduled Absences Continued

We understand that occasionally you may require valid time off from work for personal reasons, such as a doctor's or dental appointment, court appearance or some other commitment which cannot be made other than during your regular working hours. We ask that you provide a minimum of two weeks advance notice and that you do not abuse this liberty. Be sure to fill out the Request for Time Off Form and deliver it to either Michelle or Becky. Forms are available on the website in the **Employee** section. You can fill out this form and e-mail it to us as well. You must receive your request back "Approved."

Unscheduled Leave and Emergencies

We do realize that there may be occasions where illness or a family emergency will require that you take unscheduled time off from work. In those rare instances we ask that you contact Michelle or Becky, with a minimum of two hours advance notice. **This means if you don't call-in before 7:00 am, plan on working.** It takes time to juggle teams and/or reschedule clients so the more notice you can provide the better for all concerned.

In the event of an unscheduled absence due to illness you may be asked to provide a note from your doctor. If requested to validate the reason for any absence you should not take such request as a challenge to your personal integrity. In fact, we expect our employees to seek appropriate medical attention and look after their health and wellbeing when appropriate.

Your employer recognizes that at one time or another, an employee may have personal problems which are serious enough to affect their work behavior and attitude. While we recognize the gravity of such problems, the company cannot permit personal problems to occupy time and attention to such an extent that they distract from successful job performance. If you have such problems which may require you to be away from work, please discuss the situation with management so some equitable arrangement may be reached.

Faking an illness or a family emergency in order to be excused from work is grounds for immediate termination.

Compensation

The amount of compensation you receive will be explained at the time of hire. You are paid for cleaning time only and we do our best in the scheduling department to minimize your commutes.

Time sheets are due via e-mail **no later than** midnight Saturday, every week. This manual contains several time sheet copies. You can also print a copy of the time sheet from the website in the **Employee** section. You can fill out this form and scan/email it to us as well. If you want to receive the time sheet electronically, please ask Michelle to email it to you as an attachment. If your time sheet is not received by midnight Saturday, it is possible that your Direct Deposit will be delayed. You are paid for the number of minutes worked for the week. We no longer round up or down to the nearest quarter.

Pay Days

Pay weeks run Sunday through Saturday. We pay by direct deposit only, 1 week in arrears. There are not any exceptions to Direct Deposit. We also will not ever pay you in cash or will we give you a cash advance, so please don't ask. For example, you work Wednesday, Thursday, and Friday and we will do payroll on Saturday or Sunday. The transitional bank will pull the funds from our bank on Monday and it will be deposited to your bank on the following Monday. We do not spend money on checks for payroll so that we can provide other benefits such as mileage and bonuses.

In the event that a legal holiday occurs between Sunday when payroll is completed and the following Monday when your direct deposit occurs, it is likely that your pay day will be delayed by one (1) day. We will do our best to email everyone as to when they can expect the direct deposit to occur. If you are unclear about your rate of pay or when payday is, please consult with Michelle or Becky.

Mileage

We do reimburse mileage, for the driver only, at \$0.30 per mile, as determined by Mapquest. This is an after-tax payment.

Unemployment Insurance

Your employer contributes to a state (SUTA) and federal (FUTA) Unemployment Insurance Fund. Should your employment be terminated by the company and provided you have met qualifications for eligibility, you may be eligible to receive unemployment insurance benefits.

You should be aware that voluntary termination on your part would exclude you from unemployment insurance benefits. Termination by the company for unsatisfactory work performance, a poor attendance record, or for other reasons may also affect your eligibility to receive benefits.

Social Security and Medicare

As an employee you are required to contribute to the Federal Social Security and Medicare Programs (FICA). Your employer is also required to contribute an equal amount on your behalf. Normal Social Security benefits such as retirement at age 62, disability, survivors, and Medicare benefits at age 65 and for those disabled before 65, are available to you as a participant in the Federal Program.

Lunch and Coffee Breaks

Due to the nature of our business, the time and place for coffee breaks or lunch may vary day to day. Employees are generally authorized to schedule their own lunch and coffee breaks, but must schedule such breaks between cleaning appointments. Colorado Department of Labor requires that we allow you a paid break based on the hours worked for the day. We do comply with all labor laws.

Workers' Compensation

Most Colorado employers are required to carry workers' compensation insurance subject to certain limited exceptions. We do provide workers' compensation insurance for our employees through Pinnacol Assurance Group. If you are injured or sustain an occupation disease while at work, you may be entitled to compensation benefits as provided by law. **WRITTEN NOTICE MUST BE GIVEN TO YOUR EMPLOYER WITHIN FOUR (4) WORKING DAYS OF THE ACCIDENT, PURSUANT TO SECTION 8-43-102(1.5), COLORADO REVISED STATUTES.** If you fail to report your injury or occupational disease promptly, Loss of Benefit penalties may be assessed against you.

No compensation is payable for the first three (3) days' disability unless the period of disability exceeds two (2) weeks. Thereafter, the compensation rate while disabled is 2/3 of your average weekly wage, subject to a statutory maximum determined annually as provided by law.

Committing workers' compensation fraud is a felony. If you intentionally misrepresent a work-related injury or commit policy fraud, you will be prosecuted. Commit workers' compensation fraud and you can:

- Lose your job
- Be fined up to \$750,000
- Go to prison for up to 12 years

The Physicians designated by your employer's insurance carrier are:

Rocky Mountain Medical Group 14100 E. Jewell Ave. Suite 15 Aurora, CO 80012 720-748-7072	Health One 1444 S. Potomac St. Suite 200 Aurora, CO 80012 303-214-0000
---	---

Bonding

Final Touch Housekeeping does bond all of its employees against loss of money or other property, real or personal, belonging to any and all subscribers (the clients). We are bonded for \$10,000 per incident through Western Surety Company.

Commercial Liability Insurance

Final Touch Housekeeping does carry Commercial Liability Insurance for \$2,000,000 for our clients' loss covering;

- Damage to Rented Premises
- Medical Expenses
- Personal and Advanced Injuries
- Breakage or Damage to Property

Employee Files

Final Touch Housekeeping maintains three employee files for each employee.

A **Personnel File** is maintained for each employee of Final Touch Housekeeping. These personnel files contain confidential documents and are managed and maintained by Michelle Braun and/or Becky Campbell, also known as the Human Resources staff. Typical documents in a personnel file include the employment application, a family emergency contact form, documented disciplinary action history, a resume, employee handbook and at-will employer sign off sheets, current personal information, and job references. Not all personnel files contain the same documents but each personnel file has some documents that are the same.

Final Touch Housekeeping also maintains **Payroll files**. Payroll files contain a history of the employee's jobs, departments, compensation changes, and so on.

An **Employee Medical File** is also maintained. The contents of the medical file are not available to anyone except Human Resources designated staff and the employee whose records are retained in the file. At Final Touch Housekeeping, medical files receive the highest degree of safe storage and confidentiality.

An employee may view his or her personnel file by contacting a Human Resources staff person during normal business hours. No employee may alter or remove any document in his or her personnel file which must be viewed in the presence of an HR staff person.

Training

The training and probation period will be 90 days from the first day of scheduled work as an employee – not from the working interview dates. This 90 day period will tell us two things: whether or not we feel you are going to be an asset to the company, a hard worker, and a reliable teammate and it will give you a chance to see if it's the line of work you are comfortable doing. During this time, it's very important you learn detailed work. You will be told how to do something, if you did something wrong, the general flow of a house, the specific flow of every room in a house, tips for being an effective teammate, and tips on doing a task faster, etc. Please do not take offense to any helpful information. Clients like their homes cleaned certain ways and cleaned very well. We don't want a client to know that someone "new" was at their house. It should be the same as usual.

Each home has a time limit. Once training is over it is important you work on a fast and effective cleaning level. Time will allow you to accomplish this, but it's something you need to keep in mind at all times. If you are consistently slower than your teammates, it could be cause for a corrective action report.

Michelle and Becky have personally cleaned each and every home we have on our schedule. We know if a home can be completed in the time permitted, or not. We understand that the first time you are in a home, you may be slower. However if your team is consistently over time, we will immediately provide re-training.

If after re-training your team is consistently over time, this could be considered “milking the clock” and progressive discipline could be possible. If your time does go over, you need to IMMEDIATELY call Michelle or Becky with justification for the overage.

Employee Safety

Employee safety is a major concern of Final Touch Housekeeping. Employees are expected to follow safety rules and report any potentially dangerous conditions. If an item is out of reach to safely dust, safely clean, or safely climb, then please do not take that risk unless you have been given permission from Michelle or Becky. In addition, we provide gloves for you to wear while you are cleaning. They are disposable so please throw them away after each use in each house.

Team Guidelines

Teamwork is for the benefit of everyone. Only by each team member pitching in and attacking mutual tasks can we collectively accomplish our job. There are several basic ways to work together as an effective team.

When both teammates start upstairs and one of the two is heading downstairs, when possible, take your teammates bucket, dirty rags, and trash, whatever you can take with you so your teammate only has to worry about vacuuming down the stairs.

While your teammate is vacuuming upstairs and you hear the vacuum turn off, indicating they have finished vacuuming upstairs and will be vacuuming down the stairs themselves, offer to plug in the vacuum downstairs so your teammate does less running up/down the stairs.

After you have vacuumed an area rug, fold it into thirds so your teammate knows the rug has been vacuumed and only the hard floors remain.

Pull out the chairs around a dining table while you are dusting so whomever hard vacuums can easily vacuum under the table and whomever mops can easily mop under the table.

These are just a few examples of how you can be a helpful teammate and effectively move through a house quickly while hitting every standard task item.

Mistakes and Trouble Spots

From time to time, we all make mistakes, our attention to detail becomes clouded or we come across trouble spots in a home. Never be afraid to admit a mistake. Your honesty and courage will always be appreciated and expected.

Most mistakes have to be dealt with when they occur. Don't try to hide them. Let Michelle or Becky help you resolve situations with which you're having difficulty. Never be afraid to ask if you don't know or quite understand something. This is the best way to avoid making mistakes in the first place.

While in the Job Site (Client's Home)

No food is to be consumed in a client's home. Smoking in a client's home is *strictly* prohibited, as is the disposal of cigarette butts on a client's property. Personal phone calls and texting are also taboo, either incoming or outgoing, except for emergencies or to/from Michelle or Becky.

Clients frown upon you talking vs. cleaning! It also slows you down and creates more work for your teammates. MP3's are allowed so long as you can hear your partner and/or the client if they are home. Client's personal effects may not be tampered with. If you find money (paper or coins) place it on the closest hard surface. The same goes for jewelry such as rings, earrings or necklaces. Hiding an item to take in the future will be considered the same as theft and will result in disciplinary actions. Any problems arising from theft in client's homes will be a serious violation and can result in criminal prosecution and termination.

While in the Job Site (Client's Home) Continued

Unless offered by a client who is home while you're there, never help yourself to any food or beverage belonging to the client. This rule also applies to candies or fruit, which may be left out in the open in a bowl or dish.

Anything that is broken while you're cleaning must be immediately reported to your team leader or the senior team member who will report it to either Michelle or Becky. If any team member has a camera phone, please take a picture of the broken item. The Team Leader or senior team member will fill out the Broken Item Report immediately while still in the client's home and document any price tags or store tags. A visit from family or friends on a job site is not ever permitted.

Personal Appearance and Dress

As an employee of Final Touch Housekeeping, you will be representing our organization to our clients and to the general public every working day. You are effectively our "ambassador" and as such, rightly or wrongly, people often form an opinion on a company based on the appearance of its employees. Neat and appropriate attire and grooming are required. Clean shorts, jeans, or sweats are acceptable.

Sneakers or rubber-soled shoes are recommended to prevent slipping on wet surfaces – but they also need to be clean and neat. In the event you are injured due to wearing something other than sneakers or rubber-soled shoes, you may be denied workman's compensation. Your hair should be well-groomed. Good personal hygiene habits are a must.

Parking at the Job Site (Client's Home)

Never block a driveway, garage or another parked vehicle. Clients may be annoyed if they find a car in the way when they leave or return home while you're there. If your transportation is leaking oil or other fluids, do not park it on the client's property. Normal maintenance on your vehicle is a highly suggested.

Gossip

In the workplace, gossip is an activity that can drain, distract and downshift employee job satisfaction. In order to maintain a professional workplace, we need to keep our working atmosphere gossip free. If you have been spoken to regarding your quality of work, it is suggested that you keep that conversation private and not add drama by stating you were "yelled" at to another employee. It is suggested that you not discuss rate of pay with another employee. All compensation is based on experience, work performance, and lack of complaints. We work as a team and believe a "pot stirrer" can quickly destroy that team feeling.

Employee Development

At Final Touch Housekeeping, our most important asset is our employees. We believe in developing their skills and abilities and then compensating them for their efforts. There are

several steps in developing each and every employee. That process includes a job description, training and development, performance reviews, and constant feedback from the clients' and Michelle and/or Becky. Training is on going until you reach the Team Leader position. Even at that level it is possible to change cleaning products and techniques which would require re-training.

Employee Development Continued

Performance reviews are evaluations based on management's evaluation of your technical competence, knowledge, productivity, reliability, customer relations skills, how well you work with and relate to fellow employees, attitude toward your job and potential for advancement.

Management will review the results of your performance evaluation with you in the spirit of a mutually constructive discussion. Raises are given based on the number of houses you clean combined with the number of complaints you receive. Quarterly bonuses are given solely based on the lack of complaints in a quarter.

Voluntary Separation

Should you choose to voluntarily leave the company we would appreciate a minimum of two (2) weeks notice in order to hire and train your replacement.

Job Abandonment

You may be terminated and will not be eligible for rehire if you fail to report to work without contacting management. Such termination will be considered voluntary.

Progressive Discipline

Progressive discipline is a process for dealing with job related behavior that does not meet expected and communicated performance standards. The primary purpose for progressive discipline is to help the employee to understand that a performance problem or opportunity for improvement exists. The process features increasingly formal efforts to provide feedback to the employee so he or she can correct the problem. The goal of progressive discipline is to improve employee performance.

The process of progressive discipline is not intended as a punishment for an employee, but to assist the employee in overcoming performance problems and satisfying job expectations. Progressive discipline is most successful when it enables an individual to become an effectively performing member of the organization.

Failing that, progressive discipline enables Final Touch Housekeeping to fairly, and with substantial documentation, terminate the employment of employees who are ineffective and unwilling to improve.

Our steps in a progressive discipline system include the following

- ⊗ Counsel the employee about performance and ascertain his or her understanding of the job requirements. Ascertain whether there are any issues contributing to the poor performance that is not immediately obvious to the supervisor. Solve these issues, if possible.
- ⊗ Verbally reprimand the employee for poor performance.

- ⊗ Provide a written verbal warning in the employee's file, in an effort to improve employee performance.
- ⊗ Provide an escalating number of days in which the employee is suspended from work. Start with one day and escalate to five.
- ⊗ End the employment of an individual who refuses to improve.

Corrective Action Report

This notice is issued to inform you of a corrective action needed in your performance. Depending on the severity of the infraction or the accumulation of several notices, employment may be terminated by the company.

Termination of Employment

You may be terminated for failure to perform assigned tasks satisfactorily or for conduct detrimental to the company. Reasons for termination include, but are not limited to, the following:

1. Excess absenteeism or tardiness
A doctor's note will be required after 2 consecutive missed days from work and a doctor's note will always be required for the remainder of the calendar year after missing 10 days during the calendar year. A doctor's note may be required if it is believed your illness is being falsified.
2. Failure to keep accurate time, work, or job records
Intentionally falsifying time spent in a home will be considered theft.
3. Misrepresentation of reasons for time off, or unauthorized leave of absence
Don't call in sick to spend the day playing or to extend an authorized vacation
4. Failure to return to work after an authorized leave
5. Failure to follow legitimate instructions of supervisor
This is also known as insubordination
6. Possession of illegal drugs at any time during working hours or consumption of alcoholic beverages on a client's property
7. Prior use of illegal drugs or alcoholic beverages, which is clearly evident through your appearance or actions on duty
8. Solicitation of funds, leaving brochures for other goods and/or services or selling of merchandise or services on client's property without authorization of management
9. Gambling on client's property
10. Refusal to discontinue outside employment which conflicts with the interests of the company
11. Failure to meet job standards;
12. Leaving a job site without permission of Michelle or Becky
13. Theft from the company, a fellow employee or a client
14. Willful misconduct of a serious nature; cursing, rudeness
15. Intentional destruction of company or client property
16. Threatening injury or bodily harm to a fellow employee, supervisor, manager or family members, guests or pets of clients
17. Falsifying company records or documents, non-disclosure of payments made by clients for any goods or services rendered, or housecleaning or other services performed for clients outside of any duly authorized employer will be grounds for termination.
18. Sexual harassment of coworkers or clients of the same or opposite sex, either directly or by innuendo.

Ideas and Suggestions

If you believe a policy or procedure needs to be reviewed or altered, write down your ideas and reasons and then discuss them with Michelle or Becky. Many of our best ideas come from employees. It is helpful to have your ideas set down in writing, but not mandatory. Writing them down helps you organize your thoughts, think them through, and explain them more clearly.

I acknowledge that I have received a copy of the Final Touch Housekeeping Employee Standards Manual dated November 1, 2009. I understand that this manual replaces any and all prior verbal and written communications regarding Final Touch Housekeeping working conditions, policies, procedures, appeal processes, and benefits.

I understand that the working conditions, policies, procedures, appeal processes, and benefits described in this handbook are confidential, copyrighted, and may not be distributed in any way or discussed with anyone who is not an employee of Final Touch Housekeeping.

I have read and understand the contents of this manual and will act in accordance with these policies and procedures as a condition of my employment with Final Touch Housekeeping.

I have read and understand the Standards of Conduct expected by Final Touch Housekeeping and I agree to act in accordance with the Standards of Conduct as a condition of my employment by Final Touch Housekeeping.

I understand that if I have questions or concerns at any time about the Employee Standards Manual or the Standards of Conduct, I will consult Michelle Braun or Becky Campbell for clarification.

I also acknowledge that the Employee Standards Manual contains an employment-at-will provision that states:

- ⊗ Either Final Touch Housekeeping or I can terminate my employment relationship at any time, with or without cause, and with or without notice
- ⊗ That this employment-at-will relationship is in effect regardless of any other written statements or policies contained in this handbook, in any other Final Touch Housekeeping documents, or in any verbal statements to the contrary; and
- ⊗ That no one except Michelle Braun AND Becky Campbell can enter into any differing employment relationship, contract, or agreement. To be enforceable, any such out-of-the-ordinary relationship, contract, or agreement must be in writing, signed by Michelle Braun AND Becky Campbell, notarized, and in the employee file.

I have read the Employee Standards Manual and the employee Standards of Conduct carefully. This manual was reviewed with me and I understand the conditions of employment with Final Touch Housekeeping.

Employee Signature

Date

Employee Name (Please Print)

CLEANING TEAM MEMBER JOB DESCRIPTION

Basic function

A cleaning Team Member is responsible for the cleanliness of a client's homes.

Responsibilities

1. To be depended on to arrive at work at the prescribed time each day, knowing full well that tardiness and absences from work will place hardship on fellow team members and disrupt client cleaning schedules.
2. Read your email daily. Schedules are fluid and electronic communication is the primary method to distribute news and updates.
3. Perform various cleaning activities to include bathrooms, bathroom fixtures, showers, tubs, floors (bathroom floors by hand), kitchens, carpets, dusting, ceiling fans, and other cleaning related activities in accordance with instructions given by the Team Leader and the Client Card.
4. Perform your duties with a sense of integrity, positive attitude and a desire for excellence.
5. Report any broken items, accidents and injuries promptly to the Team Leader.
6. Move rugs, chairs and other small furniture as directed.
7. Secure homes, including locking doors and windows and activating any alarms without letting pets out.
8. Report any security or safety issues to the Team Leader immediately.
9. Report any emergency maintenance problems to include toilets and other water fixtures to the Team Leader immediately.
10. Wear appropriate clothing and protective equipment (gloves) in accordance with the job you are performing.
11. Learn specific cleaning techniques of the company based on time and motion. Work smarter not harder.
12. Study the client cards for every scheduled day and know the expected tasks onsite.
13. Attend and participate in meetings as requested by the Owners.
14. Drive to specified meeting locations as requested (garage between hours of 8:30-8:45).
15. Share in the carpooling for scheduled jobs. You are reimbursed for mileage, currently at \$0.30/mile.
16. Keep your vehicle clean and well maintained according to your manufacturer's recommendations.
17. Communicate effectively with team members and clients.
18. Double check your work and your teammates work. Look for smears, crooked rugs, pillows, open drawers, etc.

Skills

Experience

Organization
Ability to aid team members in lifting
Ability to stand, reach, stoop kneel
Oral Communication skills
Written communication skills
Reasoning and Problem solving skills

Prior cleaning experience helpful

Certification/Licenses
Drivers License and Auto Insurance

Position Reports to
Team Leader on job site; Owner overall

TEAM LEADER JOB DESCRIPTION

Basic function

A Team Leader is responsible for supervising cleaning staff and performing all cleaning activities within client's homes.

Responsibilities

1. All tasks described forth on the Cleaning Team Member Job Description.
 2. Determine routing schedule and delegate work flow and instructions to cleaning staff on a daily basis.
 3. Resolve problems and discrepancies on jobs and/or interact with clients to amend issues.
 4. Report changes or challenges in homes and ala carte items to be recommended to clients.
 5. Train and supervise new employees. Instill and maintain top to bottom, back to front, left to right, and don't retrace your steps work flow philosophy in all employees and **lead by example**.
 6. Return tools and equipment, rags and buckets and client folders to the garage at end of day.
 7. Respond to client's inquiries and specific cleaning requests regarding jobs as needed, and communicate same to team members and back to Office.
 8. Maintain clients' keys throughout the day and return them to the garage at the end of the day or as otherwise instructed.
 9. Perform Quality Control Check walk through in every home, all the time, every visit.
 10. Leave personal note on counter in every home, all the time on every visit. These are in the clients' folder behind their client card.
 11. Attend and participate in meetings as required.
-

Supervisory Responsibilities

- a. Develop and maintain effective team through training, motivation and review of cleaning team members
 - b. Arrange carpool schedules
 - c. Oversee and supervise cleaning crew on a daily basis.
 - d. Maintain professional and positive attitude
-

Skills

Organization
Professionalism

Experience

Prior cleaning experience is helpful
Supervisory Experience

Efficiency skills
Oral Communication Skills
Written Communication Skills
Reasoning and Problem Solving Skills

Certification/Licenses
Drivers License and Auto Insurance

Position Reports to
Owner(s)