

 Employee Handbook

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# Welcome to RCF Commercial Cleaning, LLC

The RCF Commercial Cleaning, LLC management and staff, have a strong feeling of pride associated with its customer service and level of quality professional cleaning for businesses within our community. The management team believes in productive, effective and gainful cleaning results that are unparalleled. We hope all our employees have the same sense of pride and fulfillment in their jobs.

For employees who have been with us, thanks for your past and continued service. We understand that it is our employees who provide the services that our business customers rely upon, and who will enable us to create new opportunities in the years to come.

For employees who are commencing employment with RCF, on behalf of our management team, let me extend a warm and sincere welcome. I give my personal best wishes for your success and happiness here at RCF Commercial Cleaning, LLC.

Christina Freer, President and Owner

# Governing Principles of Employment

#

We prepared this handbook to help employees find the answers to many questions that they may have regarding their employment with RCF Commercial Cleaning, LLC (“RCF”). Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Our President/Owner and Operations Management team also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. RCF adheres to the policy of employment at will, which permits RCF or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

Many matters covered by this handbook, such as employee procedural information, are also described in separate RCF documents. These RCF documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general guidelines. RCF may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and RCF management.

The policies in this manual are effective and supersede any oral and/or written policies issued prior to July 1, 2017.

# Open Door Policy

It is RCF’s desire and expectation to treat every employee, regardless of position, in a fair manner, and we believe that effective working relationships are developed and maintained through trust and open communication. Our commitment at RCF is to an open-door discussion approach for resolving problems that may arise on the job. You will find that your managers are ready and willing to discuss any matter that may be a source of concern.

However, if for some reason, you do not feel comfortable addressing your concerns with your manager, RCF’s Open Door Policy allows you to discuss your concerns with any member of our management team or our President/Owner. While you are encouraged to first attempt to resolve your issues directly with your manager, other members of the management team are available to help.

# Equal Opportunity Employer

RCF is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

RCF will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on RCF's operations. If you wish to request such an accommodation, please speak to our Operations Manager.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of our President/Owner and Operations Manager. RCF will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the President/Owner. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including termination of employment. All employees must cooperate with all investigations.

# Accommodations for Individuals with Disabilities

RCF will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let the Operations Manager know.

# Workplace Harassment Policy and Reporting Procedure

RCF Commercial Cleaning has a strict policy prohibiting intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual by written or electronic communication, verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of a protected classification.

Unlawful harassment is defined as conduct that has a purpose or effect of creating an intimidating, hostile or offensive working environment, has the purpose or effect of unreasonably interfering with an individual’s work performance or otherwise adversely affects an individual's employment opportunities. Harassment includes, but is not limited to: epithets, slurs, negative stereotyping or threatening, intimidating or hostile acts; written or graphic material that denigrates or shows hostility or aversion.

Furthermore, RCF prohibits harassment of any employee by any manager, employee, customer, or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within RCF. It is to ensure that at RCF all employees are free from sexual harassment. Harassment of our employees in connection with their work by customers or harassment of customers by our employees, may also be a violation of this policy.

While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If an employee feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to your manager. If the employee is unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact the President/Owner. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Any employee, who experiences harassment by a customer, observes harassment of an employee by a customer, or observes an employee harassing a customer must report such harassment to management.

All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, RCF will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If an employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination of employment. All employees must cooperate with all investigations.

# Alcohol Consumption and Drug-Free Workplace

To help ensure a safe, healthy and productive work environment for our employees and others, to protect RCF and customer property, and to ensure efficient operations, RCF has adopted a policy of maintaining a workplace free of drugs and alcohol consumption. This policy applies to all employees and other individuals who perform work for RCF, wherever the work may be performed.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on RCF premises, while representing RCF (whether or not on RCF premises) is strictly prohibited. Employees and other individuals who work for RCF also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact an employee's ability to perform his or her job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. Employees must inform their immediate manager if they are currently using prescribed or over-the-counter medications that could affect their job performance or pose safety risks. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent an employee is subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law.

Violation of this policy will result in disciplinary action, up to and including termination. RCF Managers have the discretion to make exceptions to the alcohol consumption policy for legitimate business reasons. **Minors may never consume or be provided alcohol at any time.**

RCF maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any RCF employee, including themselves.

# Workplace Violence

RCF Commercial Cleaning is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees, personal and customer property and damage to RCF property and reputation.

We do not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage employees from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or manager; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

# Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any RCF employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees are prohibited from carrying weapons onto RCF and/or customer premises.

# Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If management at RCF determines, after an appropriate good faith investigation, that someone has violated this policy, management will take swift and appropriate corrective action.

If an employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our office and customers’ offices. We want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

# Operational Policies

# Employee Classification

All employees fall within one of the classifications below.

**Full-Time Employees** - Employees who regularly work at least 30 hours per week.

**Regular Part-Time Employees** - Employees who regularly work less than 30 hours per week.

**Probationary Employees:**Applies to all newly hired employees who are in their first 90 days of employment.

***Probationary Employees Please Note: The first 90 days*** *of employment is an introductory period. This is an opportunity for RCF to evaluate the new hire’s performance. It also is an opportunity for the new hire to decide whether he or she is happy being employed by RCF. During and after the probationary period, the employee’s at-will status is not altered. Management will conduct a formal performance review at the end of the introductory period. RCF may extend the introductory period if it desires.*

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

# Working Hours and Schedule

**Full-time Exempt (salaried) Employees:** The normal work week for full-time exempt employees will be forty-five (45) hours. The forty-five (45) hours does not include a one-hour unpaid lunch break each day. Meetings which include lunch scheduled over the lunch hour will take the place of the regularly scheduled one (1) hour lunch break for the same day as the meeting.

**Full-time Non-Exempt (hourly) Employees:**Employees who are employed on an annual basis with a minimum work week of 30 hours throughout the year. Non-Exempt employees may work more than forty (40) hours per week. All hours worked over forty (40) within a work week period for non-exempt employees will be paid at one and one-half times the employee’s regular hourly rate. Management must approve overtime.

**Non-Exempt Part-time:**Employees who have a work week of 29 hours or less throughout the year. At times, a part-time employee’s work schedule may be greater than 29 hours per week.

***Non-Exempt Part-time Please Note:*** *All available hours of work will be assigned to the full-time employees first on a seniority-performance basis. (Seniority is not a substitute for performance.) All hours in excess of these will be awarded to the part-time employees. Again, seniority and performance will be the balancing agent.*

# Overtime Policy

Management is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Management must approve overtime hours.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12:00 AM on Monday and ends at 11:59 PM on the following Sunday.

# Confidentiality of Salary and Wages

RCF considers salary and wage information confidential in nature. No attempt will be made to publicize any one person’s wages and/or salary. Employees are encouraged to keep salary information private.

# Rehire Policy

Former employees who left RCF in good standing and were classified as eligible for rehire may be considered for reemployment. Managers must obtain approval from the Operations Manager and President/Owner prior to rehiring a former employee. Previous tenure will not be considered in calculating longevity, leave accruals or any other benefits. An applicant or employee who is terminated or who resigned in lieu of termination from employment will be ineligible for rehire.

# Your Employment Records

The employee should keep his or her personnel file up to date by informing the Operations Manager of any changes such as name, phone number, etc. Unreported changes of address, marital status, etc. can affect withholding tax. Further, an "out of date" emergency contact or an inability to reach the employee in a crisis, could cause a severe health or safety risk or other significant problem.

# Employment Eligibility and Verification

#

RCF is committed to employing only United States citizens and aliens who are authorized to work in the United States. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form and present documentation establishing identity & employment eligibility.

# Timekeeping Procedures

Employees must record their actual time worked for payroll purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

RCF uses TSheets mobile application for timekeeping. Employees that work at multiple locations will be paid as follows:

* Time tracking begins when they start work at their first location.
* Time tracking ends when they complete work at their last location.

*Please Note: Employees are paid for their drive time to and from customer locations and for the work performed while at customer locations. There is to be no unreasonable lapses in drive time between customer locations. Management has determined length of time between work sites. Therefore, management must be notified and approve any significant deviations from the schedule.*

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including termination.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a manager, who will attempt to correct legitimate errors.

# Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Employees classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours they may work at RCF. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

* full-day absences for personal reasons;
* full-day absences for sickness or disability;
* full-day disciplinary suspensions for infractions of our written policies and procedures;
* to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
* the first or last week of employment in the event the employee works less than a full week;
* and any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as state, federal or local taxes and social security.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

* partial day absences for personal reasons, sickness or disability;
* an absence because the employer has decided to close a facility on a scheduled work day;
* absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above);
* and any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If the employee believes he or she has been subject to any improper deductions, the employee should immediately report the matter to a manager. If the manager is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt and fully acceptable reply), he or she should immediately contact the Operations Manager or any other manager at RCF with whom the employee feels comfortable.

# Your Paycheck

The employee will be paid for all the time worked during the past pay period. You will be paid every Friday. Paper checks can be picked up at the office at 2pm.

Payroll stubs itemize deductions made from gross earnings. By law, RCF is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If you should lose your paycheck, report the loss to your manager within 24 hours. Once notification is made, a stop payment will be put on the check, and you will receive a replacement check within 24 hours. Loss of checks that have been endorsed will be the responsibility of the employee. If RCF should incur a stop payment charge, we reserve the right to pass that on to the employee.

If there is an error in an employee's pay, the employee should bring the matter to the attention of Office Manger immediately so RCF can resolve the matter quickly and amicably.

If you have not elected to receive your pay via direct deposit, your paycheck is available for pick up from the office, any time after 2 PM on a payday. It is generally RCF’s policy to decline all requests for early paychecks or pay advances.

# Annual Performance Reviews

Depending on the employee's position and classification at RCF, endeavors to review performance annually. However, a positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

In addition to these formal performance evaluations, RCF encourages employees and managers to discuss job performance on a frequent and ongoing basis.

# Job Postings

RCF is also committed to creating an organization that reflects the diversity of our members and guests, and the community in which we operate by recruiting, developing, and supporting qualified employees with diverse backgrounds, experiences, and skills. We are dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. RCF reserves the right to seek applicants solely from outside sources or to post positions internally and externally simultaneously

# Benefits

# Paid Holidays

Full-time employees (not within their 90-day probationary period) will be paid for the following holidays:

* New Year’s Day (January 1st)
* Memorial Day
* Independence Day (July 4th)
* Labor Day
* Thanksgiving Day
* Christmas Day (December 25th)

Exempt (salaried)

If a holiday falls on a weekend, salaried employees may take the preceding Friday off or the Monday following off.

Non-exempt (hourly)

Non-exempt (hourly) full-time employees will be paid for these holidays whether or not they work. Holiday pay will not be considered as time worked in computing overtime compensation. Holiday pay will be straight time if it is not worked.

When holidays fall, or are celebrated on a regular work day, eligible non-exempt (hourly) employees, who work on the holiday, will receive the rate of one and one-half times (1.5) his/her normal hourly wage. The employee must work his/her regular schedule (if any) the day before and the day after the holiday unless he/she has prior arrangements with management to take unpaid time off. If the employee works on the holiday, but is absent the day before or the day after the holiday, he/she will not be paid “holiday pay”. The employee will be paid regular pay for the hours actually worked on the holiday.

# Vacation

RCF knows how hard employees work and recognize the importance of providing time for rest and relaxation. We fully encourage employees to get this rest by taking your vacation time. Full-time employees will be entitled to vacation periods with pay in accordance with the following schedule from original hire date:

*Years of Service Vacation Days Accrued*

One (1) to Five (5) Five (5)

 Six (6) and over Ten (10)

An employee must be a permanent full-time employee and work a full year in order to take vacation time off or receive pay for accrued vacation time. Accrued vacation time may not be carried over from year to year except with special arrangements approved by RCF Manager. An employee cannot be paid more than 40 hours in any one week including any vacation pay hours.

Every effort will be made to grant the employee's vacation preference, consistent with our operating schedule. However, if too many people request the same period of time off, RCF reserves the right to choose who may take vacation during that period. Employees with the longest length of service generally will be given preference. Vacation requests must be submitted to an employee's manager at least two (2) weeks in advance of their requested vacation dates.

Accrued, unused vacation is paid out upon termination. Advanced but unaccrued vacation will be deducted from your final paycheck, to the extent permitted by law.

# Sick Days

If an employee will be out of work due to illness, he or she must call in and notify his or her manager as early as possible but no later than 4 hours of the scheduled shift. First, call the RCF office prior to the start of the workday and leave a message, then contact your immediate supervisor directly via cell phone if no answer leave a message.

If the employee calls in sick for three (3) or more consecutive days, he or she may be required to provide their manager with a doctor's note on the day he or she returns to work.

# Workers’ Compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their Manager. Failure to follow RCF procedures may affect the ability of the employee to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

# Break and Meal Periods

RCF offers short, paid break periods and unpaid meal periods to Non-exempt employees scheduled to work a minimum of four hours in a workday shift. If the shift is longer than five hours, an unpaid meal period may be available. The paid rest period and/or unpaid meal period will be scheduled at the convenience of RCF by the employee’s manager and will generally occur at the middle of each work period. Employees who forego a paid rest break may not shorten a workday to account for the missed break.

Breaks may be taken as follows:

* 4 hours worked – One (1) paid 10-minute break
* 5 hours worked but less than 8 hours – One (1) paid 10-minute break; One (1) unpaid 30-minute meal period
* 8 hours and greater – Two (2) paid 10-minute breaks; One (1) unpaid 30-minute meal period

 Please note: Eating is never allowed while working in RCF’s customer buildings.

# Dress Code

All personnel employed by RCF must be neat, clean and in the appropriate RCF logo shirt at all times while performing job duties. Any employee failing to present a professional appearance or reporting to work in inappropriate attire, may be sent home.

The following list is appropriate attire:

* Jeans or walking / knee-length shorts (no holes or cut-offs or skirts)
* Shoes, such as sturdy, comfortable athletic shoes (no open-toed shoes or leather-soled shoes)

# Leaves of Absence

# Personal Leave

Under certain circumstances, RCF may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least 30 days before the anticipated start of the leave, unless leave is unforeseen, then as soon as practical. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records.

During the leave, employees will not earn vacation days.

When the employee anticipates returning to work, he or she should notify management of the expected return date. This notification should be made at least one week before the end of the leave.

An employee who has been absent from work because of serious illness is required to provide to the Operations Manager a doctor’s release specifically stating that the employee is capable of performing his/her normal duties or assignments.

# Military Leave

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can inquire about an unpaid temporary military leave of absence. They should give management as much advance notice of their need for military leave as possible so that we can maintain proper coverage while employees are away.

# Return to Work After Serious Injury (Covered by Workers’ Compensation)

As a joint protection to the employee and RCF, an employee who has been absent from work because of serious injury is required to obtain a doctor’s release specifically stating that the employee is capable of performing his/her normal duties or assignments. A serious injury is defined as one that results in the employee being absent from work for more than five (5) consecutive days, or one which may limit the employee’s future performance of regular duties or assignments.

Managers shall ensure that employees who return to work after a serious injury illness are physically capable of performing their duties or assignments without risk of re-injury or relapse.

# Code of Ethics

# Overview of Our Ethics

RCF endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in RCF's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing RCF property, a customer or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Violation of safety rules and policies.
5. Violation of RCF’s Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening or disrupting the work of others or other violations of RCF's Workplace Violence Policy.
7. Failure to follow lawful instructions of a manager.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
10. Gambling on RCF property.
11. Willful or careless destruction or damage to RCF assets or to the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of RCF’s Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and RCF reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. RCF will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, RCF will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

# Punctuality and Attendance

All employees are expected to report to work punctually and as scheduled, fully prepared to begin your shift.    Employee absences and tardiness increases the workload of fellow employees, lowers productivity, and adversely affects employee morale and the quality of service we provide to our valued RCF customers.  Therefore, at management discretion, repeated late arrivals, early departures, and other unexcused absences away from work will be subject to the disciplinary process, up to and including separation of employment.

However, RCF management does recognize there will be extenuating circumstances at times.  If you are going to be late for a scheduled shift or are unable to report to work for a scheduled shift, you are expected to notify your manager as soon as you become aware of the delay or absence.  Failure to notify management, may result in disciplinary action, up to and including separation of employment.

Any employee absent from work three (3) or more consecutive days without the proper notification to management, will be considered job abandonment and your voluntary resignation.

# Use of Communications and Computer Systems

RCF's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted, with prior written authorization from management, if it does not hinder performance of job duties or violate any other RCF policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of RCF systems.

RCF may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when RCF deems it appropriate to do so. The reasons for which RCF may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that RCF operations continue appropriately during an employee's absence.

Further, RCF may review Internet usage to ensure that such use with RCF property, or communications sent via the Internet with RCF property, are appropriate. The reasons for which RCF may review employees' use of the Internet with RCF property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that RCF operations continue appropriately during an employee's absence.

RCF may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

RCF's policies prohibiting harassment, in their entirety, apply to the use of RCF's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since RCF's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including termination.

# Use of Social Media

RCF respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect RCF interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with RCF equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions RCF and also expresses either a political opinion or an opinion regarding RCF's actions that could pose an actual or potential conflict of interest with RCF, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not RCF's position. This is necessary to preserve RCF's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. RCF policies apply equally to employee social media usage.

RCF encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including termination.

# Personal Portable Communication Devices Use While Driving

Employees who drive on RCF business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

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# Inspections

RCF reserves the right to require employees while on RCF property, or on customer property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on RCF or customer property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to RCF or to its customers. Employees are expected to cooperate in the conduct of any search or inspection.

# Smoking

Smoking, including the use of e-cigarettes, is prohibited on RCF premises or while working in RCF’s customer buildings. However, at the discretion of management, it may be permitted in a designated area.

# Personal Visits

For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in or around our customer’s facilities.

# Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time an employee is engaged, or should be engaged, in performing his/her work tasks for RCF. Solicitation of any kind by non-employees on RCF premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of RCF is prohibited at all times. Distribution of literature by non-employees on RCF premises is prohibited at all times.

# Bulletin Boards

Important notices and items of general interest are continually posted on our bulletin board. Employees should make it a practice to review it frequently. This will assist employees in keeping up with what is current at RCF. To avoid confusion, employees should not post or remove any material from the bulletin board.

# Confidential RCF and Customer Business Information

During the course of work, an employee may become aware of confidential information about RCF’s business, coworkers or our customer’s business while in their worksite. It is extremely important that all information remain confidential. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of RCF may be subject to disciplinary action up to and including termination. Employees are be required to sign an agreement reiterating these obligations.

# Conflicts of Interest and Business Ethics

It is RCF's policy that all employees avoid any conflict between their personal interests and those of RCF. The purpose of this policy is to ensure that RCF's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of RCF.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with RCF, by any employee who is in a position to directly or indirectly influence either RCF's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with RCF;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with RCF or which competes with RCF; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with RCF.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and RCF.

# Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines. Texting and e-mailing while driving is prohibited in all circumstances.

Employees should notify their manager if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Management can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of RCF's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including termination.

Further, RCF is not responsible for any damage to employees' personal belongings unless the employee's manager provided advance approval for the employee to bring the personal property to work.

# Health and Safety

The health and safety of employees and others on RCF and customer property are of critical concern. RCF intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on RCF's or our customer’s premises, or in a product, facility, piece of equipment, process or business practice for which RCF is responsible should be brought to the attention of management immediately.

Periodically, RCF may issue rules and guidelines governing workplace safety and health. RCF may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's manager as soon as possible, regardless of the severity of the injury or accident.

# Publicity / Statements to the Media

All media inquiries regarding the position of RCF as to any issues must be referred to the RCF President/Owner or Operations Manager. Only RCF management is authorized to make or approve public statements on behalf of RCF. No employees, unless specifically designated by management, are authorized to make those statements on behalf of RCF. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of RCF must first obtain approval from management.

# References Requests of Former Employees

RCF management will respond to reference requests through the President/Owner. RCF will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing.

**Please refer all requests for references to President/Owner or Vice President.**

# If You Must Leave Us

Should an employee decide to leave RCF, we ask that he or she provide a manager with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All RCF, property including, but not limited to, RCF shirts, keys, security cards, etc., must be returned at separation. Employees also must return all of RCF's confidential information upon separation. To the extent permitted by law, employees will be required to repay RCF, (through payroll deduction, if lawful) for any lost or damaged RCF, property. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

# A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about RCF. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, RCF, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about RCF or its personnel policies and practices.

# RCF Commercial Cleaning, LLC

# Employee Handbook Acknowledgement

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This Employee handbook is an important document intended to help you become acquainted with RCF Commercial Cleaning. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because RCF's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee handbook.

***I have received and read a copy of RCF's Employee handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of RCF at any time.***

***I further understand that my employment is terminable at will, either by myself or RCF, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.***

***I understand that no representative of RCF other than Management may alter "at will" status and any such modification must be in a signed writing.***

***I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of RCF's Employee handbook.***

Employee's Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

# Receipt of Sexual Harassment Policy

# (Provided in Employee Handbook)

***I have read and I understand RCF's Sexual Harassment Policy, as provided in the Employee Handbook.***

Employee's Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

# Receipt of Non-Harassment Policy

# (Provided in Employee Handbook)

***I have read and I understand RCF's Non-Harassment Policy.***

Employee's Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Position: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.