



Employee Handbook

Revise in January 2016

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Company Introduction

Congratulations on your selection and welcome to **CCS Janitorial Services, INC.** You were selected out of all other applicants because we felt that you were up to meeting the high quality standards our company demands. We look forward to working with you and we know you will become a valuable member of the **CCS Janitorial Services, INC.**

Company Description **CCS Janitorial Services, INC** is a Corporation. We provide commercial janitorial / cleaning services to Greater Atlanta and the surrounding areas. We have being in business since 2006 and we are still growing. We will be appointing supervisor and management based on individual capabilities, responsibility, leadership traits, and dependability.

Company Statement **CCS Janitorial Services, INC.** is commitment to provide the very best janitorial/cleaning service in the state area.

Professional: We are a professional staff providing a professional service. **CCS Janitorial Services, INC.** team conducts itself accordingly under all circumstances and provides a quality service with "professional" results.

Experienced: We provide a ongoing training to our ALL our Staffs.

Reliable: We can be counted on to be on time, complete the job by the expected date/time under the strictest standards, and provide reliable and honest employees.

Dedicated: We are dedicated to providing the very best commercial janitorial / cleaning service in the state. We are also dedicated in providing a safe environment for our employees as well as our costumer.

Clients Relationship The success of any business is attributed to good customer relations. The very best form of advertisement comes directly from the customer. We make sure our customer is completely satisfied with the service we provided.

Table of Contents

Equal Employment Opportunity	4
Job Positions	4
Introductory Period	4
Employment	4
Personal Appearance	4
Timeclock System	4
Lunch/ Breaks	5
Work Schedule	5
Direct Deposit	5
Pay Advance	5
Paystubs	5
Pay Corrections	5
Performance Evaluation	5
Employee Relations	6
Personnel Data Changes	6
Tax Form	6
Vacation Benefits	6
Holidays	7
Time Off Requested	7
Rehire Considerations	7
Severance Pay	7
RESIGNATION	7
Sick Leave	8
FMLA	8
Progressive Discipline	9
Employee Conduct and Workplace Rules	9
Cause for Termination	10
SEXUAL HARASSMENT	10
Employment Termination	10
Conflict Resolution Procedures	10
Return of Property	10
Smoking / Tobacco Products	11
Drug-free Workplace Policy	11
Drug and Alcohol Use	12
Worker Compensation Insurance	12
Safety Regulations	12
SEXUAL HARASSMENT	12
Building, Equipment and Supplies Safety	13
Maintenance Supplies	13
Personal Cell Phones & Text Messaging	13
Company Phones	13
Computers and E-Mail	13
Internet Usage	14
Conflict of Interest Policy	14
Confidentiality Policy	15
Workplace Violence Prevention	15
Violence and Weapons in the Workplace	15
Emergency Response	16
Inclement Weather	16
Suggestion Program	16
Employee Acknowledgement Form	17
Equal Employment Opportunity	

CCS Janitorial Services, INC. is an equal opportunity employer and will not discriminate based on race, color, religion, sex, or national origin.

Job Positions

Janitor
Shift Leader
Area Supervisor
Supervisor
Manager

Introductory Period

Immediately upon employment, all employees are entered into a **90-day** introductory Employment period. During this phase of employment, employees are evaluated on their ability to become a productive **CCS Janitorial Services, INC. Team Member**. Your ability to perform tasks; work and communicate with others; follow directions; display a positive attitude; work with or without supervision; promptness; willingness to work; judgment, and integrity will all be evaluated. During this introductory period, **CCS Janitorial Services, INC.** reserves the right to dismiss any employee (without prior warning) for not meeting the company's employment standards

Employment

All employee positions with **CCS Janitorial Services, INC.** are **Full/Part-Time** Janitorial / cleaning positions. The available positions are based on the amount and size of our Janitorial / Cleaning contracts. Some of these positions may eventually change from part time to full-time as our company expands. Full Time Position is 32 hours or more per week worked 6 weeks consecutive, Part Time Position is 31 hours or less per week worked.

Employees work week starts on Monday 12:00am and end on Sunday 11:59pm. Employees paid an hourly rate and who work more than 40 hours during a work week will receive time and a half for any hours over 40 hours, all overtime must be approve by Management before the overtime. Payroll runs every two weeks.

Personal Appearance

Employees must present a neat, clean, and professional Uniform. Physical and oral hygiene is critical to the wellness of all employees as well as the company's image. Uniform should be clean, without holes, and wrinkle free. Uniforms Bidge Shirt with Company Logo and blue Jeans and shoes are mandatory. Shoes must be close and providing necessary support. Hair must be neat, clean, combed, and must not interfere with safe operation of equipment / machinery.

Timeclock System

CCS Janitorial Services, INC Provide a time clock system for all employees that allow clock in/out in a mobile app and/or computer. Computer system is only for those building that have 4 employees or more. All employee are responsibly to provide a Smart Cell Phone that works and is compatible within the timeclock system **Nova Time**

Lunch/ Breaks

Each employee schedule 4 hours or more is allow to take a 15 minute paid Break in between the 4 hours, this employee must remain within the job site premise otherwise it will be deductive by **CCS Janitorial Services, INC HRD**. Each employee is **required** to take a 30 Minute non pay lunch if they are schedule to work 6 hours or more consecutive. Failure to comply with this policy will result in disciplinary actions and possible dismissal.

Work Schedule

Although you have been hired to perform specific duties, there may be times when your supervisor assigns you to a different job or different location. This becomes necessary when vacancies are created by illness, use of vacation time, terminations or other reasons. Your ability to adjust under these circumstances is essential to providing the best possible service to our customers. **CCS Janitorial Services, INC.** retains the option to assign an employee to any available work assignment. Work assignments can be limited to specific locations based upon the employee's criminal background, physical abilities, special skills, client's individual needs, etc. Employees can be restricted from working at certain client locations for any reason, including rules/restrictions set forth by the client. Should changes in the work schedule be required to accommodate the company's needs, employees will be notified of the changes at least 4 hours in advance.

Direct Deposit

Direct deposit is required for all Employees

Pay Advance

CCS Janitorial Services, INC. Does Not provide advance pay.

Paystubs

All Biweekly paystub will be available to view online. All employees are allowed to view paystub online and more (Please ask your supervisor for details)

Pay Corrections

Please notify your **CCS Janitorial Services, INC. Human Resources Department** immediately of any discrepancies in your pay. This includes personal information, withholdings, incorrect or overpayment of work hours, etc. If necessary, the pay in question will be made void and a new paycheck will be cut immediately. If the correction is minor and does not require immediate change, the corrective action will be made prior to the next pay date. If a question of pay arises, do not cash the paycheck until the situation has been resolved to your satisfaction.

Performance Evaluation

A verbal and/or written feedback evaluation is provided for each employee every 12 months or as needed as a result of unsatisfactory performance or behavior. This evaluation is designed to identify the employee's strengths and weaknesses and to promote a harmonious working relationship. The evaluations may also identify the employee's progress, improvements, and potential for progression. These evaluations are decision-making tools used to identify leadership potential. Wage increases vary depending on the Company's financial position, performance, attendance, and quality of work, etc. Wage increases are not guaranteed and will be provided at the absolute discretion of the Company

Employee Relations

Employee relationships within the company (i.e., employees dating employees) are strongly discouraged. Should situations or problems within an employee relationship impact the company, one or both parties may be dismissed. Public displays of affection (PDA) will not be tolerated while at work. An employee may not work with a relative if the relative or employee is in a supervisory position, this will be included but not limit it to shift supervisor, supervisor or managers unless authorized by Human Resources Department. No family member can be hired by any employee of **CCS Janitorial Services, INC** unless approved by Human Resources Department at **CCS Janitorial Services, INC.**

Under no circumstance NOONE is allow in any CCS Janitorial Services, INC Premiers unless they are CCS Janitorial Services, INC Employees on the clock that includes but is not limit to Families, Friends and visitors that might or might not know any CCS Janitorial Services, Inc employee. CCS janitorial Services, INC will take Disciplinary action, up to and including immediate termination.

Personnel Data Changes

Employees wishing to make changes to tax status or withholdings must notify their Human Resources in writing. In order to ensure changes are made before the next pay period. The requested changes must be provided at least one week prior to the next pay period. **CCS Janitorial Services, INC.** will update the pay records during the next pay period. The written authorization will be posted in the individual personnel file. Individuals must notify **CCS Janitorial Services, INC. Human Resource Department** of any change of address status to ensure postal delivery of individual W-2's at the end of the year.

Tax Form

Each employee is provided a W-4 and G4 form to indicate your taxable withholding status. The information you provide will be used to withhold state and federal taxes from your paychecks. Should you desire to change your withholding status, please ask your supervisor for a new W-4 form. Make the necessary changes on the W-4 form and turn the updated copy into your supervisor prior to the next pay period. All changes will be updated in the very next paycheck.

Vacation Benefits

Full Time Supervisor are eligible for vacation pay after their first year of employment with **CCS Janitorial Services, INC.** This equates to 1 "work week" for the first two years and 2 "Work Week" after supervisor had completed 3 or more years anniversary. Any Employee dismissed or electing to leave the company prior to their anniversary date of employment are not eligible for any paid vacation. Vacation time may **not** be carried over into the following year. **CCS Janitorial Services, INC** will paid 40 hours for a week for your vacation. This vacation time may be used any time after employee anniversary each year with at least **4 week notice pending upon approval. All vacation must be submit it by July 31st of each year for planning purposes, anything summiting after that will have to be approve base on clients needs**

Holiday

CCS Janitorial Services, INC. will pay Holidays after 90 Days of full time employment. Holiday pay is equal to the hourly wage currently being received and paid only on those days normally scheduled to work. Must work full time Hours for more than 90 days consistently. Must work your schedule hours the day before and the day after the Holiday.

- New Year's Day – January 1st
- Memorial Day
- Independence Day – July 4th
- Labor Day
- Thanksgiving Day
- Christmas Day – December 25th

Time Off Requested

Requests for time off will not be considered without a two week notice. All time off is approved by **CCS Janitorial Services, INC.** management. Supervisors **do not** have the authority to grant time off. Time off in conjunction with three day weekends or holidays must be approved through **CCS Janitorial Services, INC.** management and is approved on a case by case basis.

Rehire Considerations

If an employee leaves the Company for reasons other than misconduct, he/she may apply for rehire with other applicants. The employee's prior record **CCS Janitorial Services, INC** will be considered. Employees terminated for misconduct are generally ineligible for rehire.

Severance Pay

CCS Janitorial Services, INC does not have a retirement or severance pay program. Employees should consider an independent retirement program.

RESIGNATION

Employees should provide a **2-week notice prior** to resignation of employment. This notice allows for an easier transition, hiring and training of replacement employees, and a **more favorable job recommendation**. **If the employee did NOT turn in the proper two weeks notification CCS Janitorial Services, INC employee will not be able to be consider for future employment**

Sick Leave

Sick leave is not paid by **CCS Janitorial Services, INC.** If an employee cannot make it to work due to his/her illness, the employee must immediately notify **CCS Janitorial Services, INC.** management to arrange a replacement. Waiting until the last minute to notify us is unacceptable. When possible, please notify the management at least 4 hours before your scheduled shift. Sick leave is limited to no more than 5 days a year unless otherwise approved by management. Any consecutive absence over two days must have a doctor's notice. Note: employees may elect to use their vacation time as sick time if they so desire. We reserve the right to dismiss an employee if an employee's continued absences due to illness if affects **CCS Janitorial Services, INC.** ability to operate.

An unpaid leave of absence will be granted to any employee upon receipt of a written request for:

- medical (including pregnancy) or disability leave;
- For a serious health condition of a spouse, child, or parent
- family leave;
- funeral leave;
- jury duty;
- witness duty (if subpoenaed);
- military leave;

Medical or disability leaves may be granted for illness or injury that is expected to require more than two weeks away from work. This type of leave must be supported by a doctor's statement indicating the type of illness or injury and the expected duration. If an employee is out on short term disability, employee is able to return to work upon position availability. If employee is not able to return to work after 26 weeks they will then be put on a permanent dismiss. If the employee would like to reapply for a position they may do so once they are able.

FMLA

CCS Janitorial Services, INC provides up to 12 weeks of unpaid family and medical leave within any 12-month period to eligible employees in accordance with federal and state law. **CCS Janitorial Services, INC** uses a rolling 12- month period measured backwards from the date FMLA begins to determine the 12-month period which the 12 weeks of FMLA leave are available.

If both spouses work for the company, they may only take together a combined total of 12 weeks to care for the same individual. Your family medical leave runs concurrently with other types of leave. To qualify for FMLA an employee must have worked at least 12 months for **CCS Janitorial Services, INC** and completed at least 1,250 hrs. during the 12 months immediately preceding the time of leave to qualify for federal. Eligible employees may take up to 12 weeks of leave in a 12 month period for any of the following reasons:

Progressive Discipline

Progressive discipline is a tool used to discourage and prevent unacceptable behavior. In most cases and initially, employees will be verbally warned. Written memos and letters of record will be documented and maintained on employee files. After first verbal warnings have failed the following disciplinary action will be taking:

- Verbal Warning
- 1st Writing Warning
- 2nd Writing Warning (Employee may get Suspend)
- 3rd Final Warning (Employee will be dismiss from their position at **CCS Janitorial Services, INC**)

Employee Conduct and Workplace Rules

CCS Janitorial Services, INC employees must follow the established rules and conduct themselves as professionals and use good judgment. Should an employee disregard the company's policies and procedures, disciplinary action, or termination will be implemented as necessary. Employees who engage in any misconduct or whose performance is unsatisfactory may be subject to Disciplinary action, up to and including immediate termination.

The list below provides some examples of serious concerns:

- Falsifying or omitting material on forms, records, or reports.
- Threatening or carrying out physical violence toward another person while on duty or within the premises.
- Possessing firearms, weapons, illegal drugs, or chemicals onto **CCS Janitorial Services, INC** properties (Including Clients Building).
- Refusing to follow a supervisor's directions or displaying other disrespectful conduct to supervisor.
- Possessing or removing **CCS Janitorial Services, INC** or employee property, records or other materials without authorization.
- Destroying or damaging **CCS Janitorial Services, INC** or employee property, records or other materials.
- Violating **Safety or Health Policies** or practices or engaging in conduct that creates a safety or health hazard.
- Disclosing trade secrets or confidential information, including client information.
- Sleeping during working hours while on the clock.
- Leaving the job site without notice to management prior to the end of a scheduled work period.
- Sexually harassing or otherwise harassing another employee.
- Performing responsibilities unsatisfactorily.
- Taking unexcused absences.

- Displaying excessive absenteeism or tardiness or patterned absences on a recurring basis
- Displaying abusive or vulgar language.
- Excessive use of personal cell phones.
- Excessive waste or misuse of resources (copier, courier, supplies, **CCS Janitorial Services, INC** e-mail, internet, etc.).

This is not an all-inclusive list. The President | CEO may authorize immediate termination in other circumstances.

Note: Progressive discipline does not apply to illegal activity. Employees will be immediately dismissed and may be prosecuted for any illegal activities conducted at the workplace.

Cause for Termination

All employees shall be subject to immediate discharge for the following:

- Falsification of application of employment
- Falsification of time records for self or another employee
- Theft
- Under the influence of drugs or alcohol
- Possession of weapons
- Illegal acts
- Conduct detrimental to **CCS Janitorial Services, INC**
- Falsifying a work-related injury report
- Excessive absenteeism
- Insubordination
- Poor job performance
- Fighting
- Sexual harassment
- Dishonesty
- Abusive language
- Indecent or illegal conduct
- Failure to report to work without appropriate notification for 3 consecutive days

SEXUAL HARASSMENT

Sexual harassment will not be tolerated by any individual for any reason. Lewd remarks, off colored jokes, vulgar language, sexual innuendos, sexual books or photos, sexually explicit T-shirts, etc. are not allowed at the workplace. Please report any signs of sexual harassment to the management staff immediately. **CCS Janitorial Services, INC** has a zero tolerance for any sexual harassment.

Employment Termination

Should an employee be terminated prior to the end of the pay period, a paycheck for the hours worked will be pay on the next pay period

Conflict Resolution Procedures

Hiring, firing and other disciplinary actions shall be at the discretion of the President | CEO. When problems arise, the employee shall discuss the issue first with the immediate supervisor. If the problem is not resolved to the employee's satisfaction, the following steps shall be followed:

The employee shall request a meeting with the President | CEO to discuss the action. The President | CEO will notify the employee in writing within five (5) working days of his/her resolution of the grievance.

Return of Property

Any property belonging to **CCS Janitorial Services, INC** must be returned to the management prior to the employee receiving his/her last paycheck. The necessary funds will be deducted from the employee's last paycheck unless returned. The employee will be notified of the charges prior to actual deduction.

Smoking / Tobacco Products

Smoking and use of other tobacco products are limited to use during designated breaks only. Smoking will only be conducted outdoors and in designated smoking areas if available. All tobacco products will be properly disposed of and will not be thrown on the ground or discarded in an unauthorized location.

Drug-free Workplace Policy

CCS Janitorial Services, INC. intends to help provide a safe and drug-free work environment for our clients and our employees. With this goal in mind, we are establishing the following policy for existing and future employees of **CCS Janitorial Services, INC.**

Under **CCS Janitorial Services, INC** drug testing policy, all current and prospective employees must be submit to the drug testing policy. Prospective employees will only be asked to submit to a test once a conditional offer of employment has been extended and accepted.

The Company will conduct drug and/or alcohol testing under any of the following circumstances and all test result will remind confidential:

- **RANDOM TESTING** Employees may be selected at random for drug and/or alcohol testing at any interval determined by the Company.
- **FOR-CAUSE TESTING** The Company may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol, in the employee's vicinity, unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **POST-ACCIDENT TESTING** Any employee involved on a job relate incident will have to submit to a drug and/or alcohol test. "Involved in a job relate incident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.

If an employee refuses a request to submit to testing under this policy, the employee will be immediately terminated from employment. In such a case, the employee will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

The Company explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company or customer premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the Company or customer premises, if such impairment or influence adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation.

Drug and Alcohol Use

- Employees should not report to work under the influence of any drug or alcohol. The appearance or Smell, intoxicating or illegal substances will not be tolerated and are grounds for immediate termination.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the company or customer premises, if such activity or involvement adversely affects the employee's work performance, the safety of the employee or of others, or puts at risk the Company's reputation
- The presence of any detectable amount of prohibited substances in the employee's system while at work, while on the premises of the company or its customers, or while on company business.
- "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee.

Worker Compensation Insurance

All employees are covered for injuries under workers Comp. Should an employee become injured during the shift, immediately notify your supervisor and fill out a 'First Report' form. Shift supervisors will gather all required information and immediately report the incident to **CCS Janitorial Services, INC.** management. All Company employees are covered by workers' compensation insurance coverage, which provides medical, surgical, and hospital treatment in addition to partial compensation for loss of earnings **resulting from work-related injuries** or illnesses I.

All injuries, even minor ones, occurring on the job should be reported to Managements immediately and the appropriate forms filled out. Failure to promptly report an injury may cause a delay or rejection of an employee's claim for compensation. Any employee injured on the job will have to submit to a drug screening test.

CCS Janitorial Services, INC and its insurance carrier may not be liable for the payment of workers' compensation benefits for any injury that arises from an employee's voluntary participation in any off-duty recreational, social, or athletic activity not part of the employee's work related duties.

Safety Regulations

Our employees' safety is a primary concern of **CCS Janitorial Services, INC**. Each employee has the right to work in a safe environment. Should an employee identify a safety issue or concern, he / she should correct the discrepancy if possible. If the employee cannot correct the discrepancy, he / she should immediately notify a supervisor for corrective action. It is also your responsibility to be a safe employee. Unsafe acts may cause injury or death, loss or damage to property, or loss in wages and man hours. Do not perform unsafe acts. If you think the act could be dangerous or hazardous, it probably is. Should an employee become injured during the shift, immediately notify your supervisor and fill out a 'First Report' form. Supervisors will gather all required information and immediately report the incident to **CCS Janitorial Services, INC Management**.

Building, Equipment and Supplies Safety

Each employee is responsible for the security of the building, equipment, and supplies. Do not leave equipment or supplies unattended and always secure them in the assigned janitor's closet or storage location at the end of the day. If required, lock each door behind you as you leave. Prior to leaving the building at the end of the shift, check each door again for proper security. In order to provide a safe working environment, most buildings need securing at the beginning of the shift. Check with your supervisor regarding the required security for each building, and do your part to ensure a safe work environment.

Maintenance Supplies

It shall be the responsibility of the supervisor / Managers in each work site to ensure that there are always adequate Supplies and Equipment's on hand to complete work at each customer's location. Supplies should be order from the company's distribution. Each supervisor / Manager shall be responsible for supplies used on their team or shift. If supplies are missing, it is the supervisors / Managers responsibility to investigate the shortage and report findings to Management. If it is determined that the supplies were removed in an unauthorized manner by an employee, disciplinary action may be taken up to and including immediate termination from the company.

CCS Janitorial Services, INC equipment and supplies may not be used for employee's personal use under no circumstances. **CCS Janitorial Services, INC** must specifically authorize the equipment use **Workplace Monitoring and Searches**

Personal Cell Phones & Text Messaging

Cell phone use is designated for emergency situation only. Random text messaging and phone calls are not acceptable during working hours. Personal cell phone ringers should be kept on low volume during working hours or turned off during client interactions. Failure to comply with this policy will result in disciplinary actions and possible dismissal.

Company Phones

All company telephone lines are for business use only. All personal phone calls should be kept to a minimum. Necessary calls should be made during break periods or the lunch break whenever possible unless there is an emergency. Personal long distance or toll calls should not be charged to **CCS Janitorial Services, INC** phone.

Computers and E-Mail

Computers, computer files, the e-mail system and software furnished to employees **CCS Janitorial Services, INC** property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. E-mail may not be used for personal use.

CCS Janitorial Services, INC prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, reflect negatively on **CCS Janitorial Services, INC**, or are harmful to morale. E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

CCS Janitorial Services, INC purchases and licenses the use of various computer software for business purposes. Unless authorized by the software developer, **CCS Janitorial Services, INC** does not have the right to reproduce such software for use on more than one computer. Employees may only use software on local area networks or on multiple machines according to the software license agreement.

CCS Janitorial Services, INC prohibits the illegal duplication of software and its related documentation. Employees who violate this policy will be subject to disciplinary action up to and including termination of employment.

Internet Usage

To comply with copyright laws, and protect **CCS Janitorial Services, INC** from being exposed to the threat of viruses and intrusion into our network, guidelines for use of the Internet have been summarized below:

- Internet access is limited to official business. Employees may not use the Internet for personal business and must comply with Internet policy.
- Employees using **CCS Janitorial Services, INC** accounts are acting as representatives of **CCS Janitorial Services, INC** and should act accordingly.
- Do not place **CCS Janitorial Services, INC** material on publicly accessible Internet computers without prior permission. Downloading software and/or modifying such files without permission from the copyright holder are prohibited.
- Alternate Internet Service Provider connections to **CCS Janitorial Services, INC** internal network are not permitted unless authorized and protected by a firewall or other appropriate security device(s).
- Encrypt or save the files with a password before transmission and inform the recipient of the password through secure channels.
- **CCS Janitorial Services, INC** will hold employees responsible for any copyright infringement activity.
- **CCS Janitorial Services, INC** reserves the right to inspect an employee's computer system for violations of this policy and to install traffic monitoring software on the network.
- E-mail messages containing obscene, indecent, or lewd material are not allowed.

Violation or missed use of the Internet will lead to disciplinary action, up to and including termination.

Conflict of Interest Policy

CCS Janitorial Services, INC expects employees to devote their full efforts, energies, and loyalty to **CCS Janitorial Services, INC**. Due to the importance of this requirement, **CCS Janitorial Services, INC** strictly prohibits any outside employment or other activities or relationships that create any actual or potential conflict of interest, or reflect negatively on **CCS Janitorial Services, INC**

A conflict of interest exists when an employee knowingly or unknowingly engages in any activity that may compromise him/her, another employee, or **CCS Janitorial Services, INC** in its relationship with an applicant, member, or other outside entity. Potential conflicts of interest may include soliciting business for personal gain, accepting gifts or requesting favors, discounts or services.

Employees are encouraged to raise any questions regarding specific activities or questions involving this policy before engaging in outside activities or relationships that could violate the policy. Full disclosure to the Supervisor or Manager of any potential conflict of interest before it occurs is required. Failure to disclose a potential conflict of interest or engaging in an activity determined to be a conflict of interest is prohibited.

Confidentiality Policy

Many aspects of **CCS Janitorial Services, INC** business operations and activities are confidential. The success of **CCS Janitorial Services, INC** ultimately depends on its commitment to safeguard confidential and sensitive information. Employees are asked to take all necessary steps to protect **CCS Janitorial Services, INC** interests and those of its clients by safeguarding confidential and sensitive information, including member information. Employees are required to sign an agreement regarding confidential information.

Workplace Violence Prevention

In order to maintain a non-hostile work environment, employees and supervisors must maintain a professional attitude. Workplace violence is not acceptable and will not be tolerated. **CCS Janitorial Services, INC** employees must conduct themselves as professionals at all times. Courtesy and respect for other employees' feelings and beliefs are critical. Do not use derogatory or inflammatory comments, words, or phrases. Employees, spouses, friends, and relatives acting out, using threats, or behaving in a manner to create violence within the workplace may be cause for the employee's dismissal. Should the potential for violence exist, you should remove yourself from the situation and notify the supervisory staff or management immediately.

CCS Janitorial Services, INC respects each employee's privacy with regard to personal matters. **CCS Janitorial Services, INC**, however, reserves the right to access **CCS Janitorial Services, INC** property, such as desks, lockers, computers, computer pass codes and files, e-mail, etc., to monitor and review the use of that equipment, or conduct searches of **CCS Janitorial Services, INC** premises and property at any time for appropriate business purposes or to ensure workplace safety.

A search conducted of **CCS Janitorial Services, INC** property or premises is not an allegation or accusation of criminal conduct, nor is submission to a search an admission of guilt. Employees are expected to cooperate in such searches. Refusal to submit to a search may result in disciplinary action up to and including termination. Personal locks on **CCS Janitorial Services, INC** property are prohibited.

Violence and Weapons in the Workplace

CCS Janitorial Services, INC is concerned with providing a safe and productive work environment. All acts or threats of violence by or against any **CCS Janitorial Services, INC** employee, client, or other visitor to **CCS Janitorial Services, INC** facilities are prohibited, whether the employee is conducting **CCS Janitorial Services, INC** business or on **CCS Janitorial Services, INC** premises.

In addition **CCS Janitorial Services, INC** prohibits the possession or use of all weapons, including handguns on **CCS Janitorial Services, INC** or client's premises. **CCS Janitorial Services, INC** premises include main facilities, parking lots, entrances, exits, break areas, etc. Employees are further prohibited from the possession or use of any and all weapons while conducting off-site business for **CCS Janitorial Services, INC**.

Emergency Response

Should an emergency occur while at the workplace, contact the necessary emergency response center (i.e., fire department, police, ambulance), evacuate the building and gather all employees and conduct a head count of all employees, and direct fire crew to the location of the fire. Should an unauthorized person enter the building, immediately escort them from the building. Take note of height, weight, hair and eye color, clothing, and any other special characteristics, as well as mode and direction of travel. Report the incident to your supervisor. Should a hostile or threatening activity occur, lock yourself into the building or room as applicable and call 911. For non-life threatening emergencies (i.e., leaking pipes, sewer back-up, basement flooding, etc.), notify the building manager. Each employee is responsible for knowing these emergency procedures.

Inclement Weather

The Company maintains the policy of remaining open during bad weather, unless the severity of conditions and/or municipal or state government rulings closes the office. Employees should make every reasonable effort to get to work, or continue working if already in the office, unless otherwise notified. In the event we are forced to close, the Company will make every effort to contact all employees. If there are questions, employees are urged to call their supervisor. If an employee reports to work and the Company is closed at the start of the shift, he or she will receive no pay.

If operations are canceled after a shift has started, hourly employees will be paid for the time worked, or two hours minimum, whichever is greater.

It is the responsibility of each employee to contact the Company in case of any doubt regarding company operations. Hourly employees who elect to leave early due to nervousness over weather conditions will be paid for hours actually worked, but will not otherwise be penalized in any way.

Suggestion Program

CCS Janitorial Services, INC is open to all suggestions or recommendations. We encourage our employees to work "smarter, not harder." Should you have any ideas or suggestions, please bring them to the attention of your supervisor.

Note: Information in this employee handbook may change at any time. We'll do our best to keep it updated with the most current policies and procedures. Please discuss any questions, concerns, suggestions, etc. with your supervisor.

Thanks again. We value you as an employee and want to see you succeed with our company.

Employee Acknowledgement Form

The employee Handbook describes important employment guidelines about **CCS Janitorial Services, INC.** I have entered into my employment relationship with **CCS Janitorial Services, INC** voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or **CCS Janitorial Services, INC** can terminate the relationship at any time, as long as there is no violation of applicable federal or state law. Since the information, guidelines and benefits described here are subject to change, I acknowledge that revisions to the Employee Handbook may occur, Furthermore, I acknowledge that this Employee Handbook is neither a contract of employment. I have received the Employee Handbook, and I understand that it is my responsibility to read, understand and comply with the guidelines contained in this Employee Handbook and any revisions made to it.

Employee Name _____

Signature _____

Date _____