

# BETTER LIFE MAIDS

## Policy Manual

2023 Edition



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# 1 WELCOME TO BETTER LIFE MAIDS

## 1.1 Our Purpose and Core Values

Welcome to Better Life Maids! We are very glad you have joined us.

Better Life Maids was established in 2008 and since that time many talented and dedicated team members have helped us grow to be recognized as one of the premier cleaning companies in the country.

1. We use our Purpose and Core Values to guide our actions in business and in dealing with our clients and with each other.
2. **Our Purpose:** Helping people live a Better Life.
3. **Our Core Values:**
  - a. Leaders
    - i. Leaders do what is right, even when no one is looking.
  - b. Entrusted
    - i. Trust means we keep our promises. We are reliable, consistent, and trustworthy.
  - c. Attention to Detail
    - i. The presentation, the sense of an elevated space, we create that feeling with attention to the small details.
  - d. Delightful
    - i. We are striving to create an elevated experience that leaves our clients delighted.
4. We earned our prestige and good reputation in the communities we serve by the quality work we provide and by the hard-working and caring people who represent us. We are very proud of our team members, supervisors, and managers, and respect the work they do. We expect our team members to follow and respect our Purpose and Core Values and maintain the highest degree of honesty. The community judges Better Life Maids by the actions of all its team members.
5. Better Life Maids seeks to provide the best compensation in our industry for those who are willing to work hard and learn to succeed as team members. Our goal at Better Life Maids is to train our team members to clean efficiently, effectively and professionally.

## 1.2 Purpose of this Policy Manual

1. Our policy manual is designed to provide all team members with basic information about the policies, procedures and benefits here at Better Life Maids.
  - a. We have included policies we feel are important to help you feel confident and comfortable at our company.
  - b. Some are Federal and State requirements, while others were developed over many years to help the business run smoothly and to better serve you and our clients.
  - c. These policies are important to your success and our success as a company.
2. We expect all team members to read and refer to this policy manual as it is a valuable reference for understanding how Better Life Maids works and how they fit in here.

- a. This policy manual does not contain all the information individuals will need as team members.
  - b. Team members will receive other information verbally as well as through written notices.
  - c. Occasionally our policies are reviewed and changed, which overrides the past policy.
  - d. No statement or written document, however, can change a team member's at-will employment.
  - e. This policy manual supersedes all prior team member or policy handbooks and any employment or personnel policies, procedures, practices, statements or promises, whether written or verbal, previously made by the company.
- 3. Better Life Maids retains the right to change, modify, suspend, interpret, vary from or cancel, in whole or in part, any of its published or unpublished policies, procedures and practices without having to provide cause or justification.
  - 4. Recognition of this right and prerogatives of Better Life Maids is a term and condition of employment and continued employment.
  - 5. If a team member has any questions, concerns or special circumstances regarding the topics discussed in this manual, they should feel free to ask their manager.

### **1.3 Better Life Maids' Code of Conduct**

- 1. We want all our clients to be extremely satisfied with our cleaning expertise and the quality of our service. From this foundation our team members and company grow and prosper.
- 2. We refer to all employees as team members, as we all must work together to accomplish our goals.
- 3. We have high performance expectations for each member of our team, from every level in every department.
- 4. Here is a partial list of what we expect from every team members:
  - a. Focus on performance, productivity and efficiency in all work endeavors.
  - b. Treat all Better Life Maids team members and clients with respect and consideration.
  - c. Cooperate as a team and work in a manner safe for individuals and their fellow team members.
  - d. Talk to a manager about any grievances and resist pursuing personal problems between team members while at work.
  - e. Leave personal problems at home – if they interfere with work, talk to a manager as soon as possible.
  - f. Clean and maintain company equipment to always keep it in working order
  - g. Keep wastefulness of company resources to a minimum.
  - h. Respect Company property, and use only for defined purposes and for company business.
  - i. Keep all work, meeting, and break areas at the office and in the field clean and clutter free.
  - j. Respect the confidentiality of Better Life Maids and its clients.
- 5. The following is a list of some behaviors that are not tolerated at Better Life Maids:
  - a. Behaving in an insubordinate manner towards a supervisor or refusing a supervisor's legitimate work order.
  - b. Working in a manner that willfully obstructs or hinders other team members from completing their assigned duties.
  - c. Failing to preserve your safety and the safety of fellow team members.

- d. Releasing confidential information about the company, its team members or its clients.
  - e. Misusing, destroying, or damaging client or company property (or property which belongs to a third party).
  - f. Engaging in false, vicious, profane or malicious statements about the company, its clients or its team members whether in person, online, written, or any other form.
6. All team members are evaluated on the following:
- a. Dependability,
  - b. Reliability,
  - c. Flexibility,
  - d. Adaptability,
  - e. Leadership skills,
  - f. Technical skills associated with position,
  - g. Customer service skills,
  - h. Ability to perform all job duties,
  - i. Compliance with Better Life Maids' policies and procedures (especially attendance), and
  - j. Participation in our continuous training process.
7. Team members occasionally will be asked to perform additional duties and assume additional responsibilities beyond written job descriptions.

## 1.4 Employment At-Will

- 1. This policy manual is not a contract. Better Life Maids reserves the right to amend, alter, or make exceptions to the policy manual at any time.
- 2. This policy manual is advisory in nature and creates no contractual obligations on the part of the company or the team member and does not alter the at-will relationship of the team member's employment with the company. This means:
  - a. The team member has the right to quit at any time and for any reason.
  - b. The company also has the right to end the employment relationship at any time and for any reason.
- 3. No statement, either written or oral, by any team member, officer or agent of the company contrary to these paragraphs shall have any force and effect, unless it is in writing and signed by the owner of the company.
- 4. By accepting employment and continuing to work at Better Life Maids, the team member agrees to the at will nature of the employment relationship.

## 2 GENERAL EMPLOYMENT POLICIES

### 2.1 Equal Employment Opportunity

1. Our goal at Better Life Maids is to select the best qualified person for each position in the organization.
2. It is our policy to comply with all applicable Equal Employment Opportunity laws and regulations.
3. Better Life Maids provides equal opportunity employment to all team members and applicants for employment without regard to race, color, creed, ancestry, national origin, citizenship, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, religion, age, disability, genetic information, service in the military, or any other characteristic protected by applicable federal, state, or local laws and ordinances.
4. This commitment extends to all phases of employment including, but not limited to, recruitment, selection, placement, transfers, training and development, promotions, demotions, compensation, benefits, layoff, recall, transfer, leave of absence, terminations, and all other conditions or privileges associated with employment.
5. Better Life Maids expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.
6. Better Life Maids will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon Better Life Maids's business operations.
7. Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR manager.
8. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Employees who feel they have been subjected to any such retaliation should bring it to the attention of the HR manager.
  - a. Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:
    - i. Shunning and avoiding an individual who reports harassment, discrimination, or retaliation
    - ii. Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation
    - iii. Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.
9. Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.



10. Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

## 2.2 Americans with Disabilities Act (ADA)

1. Better Life Maids is committed to providing equal employment opportunities for qualified individuals without regard to disability.
2. When appropriate, Better Life Maids will provide reasonable accommodation to a disabled team member, provided it does not create an undue hardship for the company.
3. It is the team member's responsibility to notify the company if they believe an accommodation is necessary.
4. Any inquiry into the team member's disability or what will constitute reasonable accommodation will not be used in making employment decisions and will only be used to create the most helpful working conditions possible.
5. It is the policy of Better Life Maids to prohibit harassment or discrimination based on disability or because an employee has requested a reasonable accommodation.
6. Better Life Maids prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws.
7. Employees should use the procedures described in the Harassment and Complaint Procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

## 2.3 Commitment to Diversity

1. Better Life Maids is committed to creating and maintaining a workplace in which all team members have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives.
2. This commitment is embodied in Company policy and the way we do business at Better Life Maids and is an important principle of sound business management.

## 2.4 Employment Eligibility Verification

1. Better Life Maids does not discriminate against individuals based on national origin and we are in full compliance with the Immigration Reform and Control Act of 1986 (IRCA), which states that companies may only employ individuals who are legally authorized to work in the United States.
  - a. In compliance with IRCA, Better Life Maids requires all new hires and rehires to complete the **Employment Eligibility Verification Form I-9** and provide documentation proving identity and employment eligibility.
2. Federal law mandates that a team member must provide identification proving eligibility to work no later than three (3) days after starting work.
  - a. If the team member fails to provide their identification by this time, the company may either place them on unpaid leave or terminate their employment.
3. Better Life Maids upholds and will comply with all federal, state and local legislation.

- a. If there is a portion of this policy manual that either presently conflicts or becomes in conflict with any of these laws, only the portion of the policy manual that is in conflict will be invalidated; the remainder of the policy manual will remain intact.

## 2.5 Non-Discrimination and Anti-Harassment

This policy covers vendors, clients, others who enter the workplace or come in contact with the team members during the workday, as well as all other team members regardless of position in the company.

1. HARASSMENT: Harassment based on any protected characteristic is strictly prohibited.
  - a. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability, or any other characteristic protected by law, and that:
    - i. Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
    - ii. Has the purpose or effect of unreasonably interfering with an individual's work performance; or
    - iii. Otherwise adversely affects an individual's employment opportunities.
  - b. HARASSING CONDUCT: Harassing conduct includes (but is not limited to) epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes, bullying, and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including via electronic communication).
2. SEXUAL HARASSMENT: Better Life Maids will not allow any form of sexual harassment within the work environment.
  - a. SEXUAL HARASSING CONDUCT: Sexual harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature [e.g. signs and posters], or requests for sexual favors and are unwelcome.
  - b. Sexual harassment interferes with work performance; creates an intimidating, hostile, humiliating or offensive work environment.
  - c. While it is not possible to list all additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:
    - i. Unwanted sexual advances, whether they involve physical touching or not.
    - ii. Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
    - iii. Displaying sexually suggestive objects, pictures, or cartoons;
    - iv. Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
    - v. Inquiries into one's sexual experience;
    - vi. Discussion of one's sexual activities
  - d. Sexual harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of a team member or

- prospective team member; or creates an explicit or implicit term or condition of an individual's employment. It will not be tolerated.
3. **DISCIPLINE:** Any form of harassment, discrimination and retaliation are considered forms of misconduct.
    - a. Disciplinary action, up to and including termination, will be taken against any team member determined to have engaged in these types of behavior.
    - b. Any team member, supervisor or manager who has knowledge of such behavior yet takes no action to report or end it is also subject to disciplinary action up to and including termination.
  4. **WHAT ACTION TO TAKE:** Any team member who believes they have been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to report it.
    - a. The team member may, but is not required to, complain first to the person you feel is discriminating against or harassing you.
    - b. If the team member feels uncomfortable directly informing the harasser or feels endangered, they should discuss it immediately with a supervisor or manager.
      - i. Similarly, if one team member observes acts of discrimination toward or harassment of another team member, they are requested and encouraged to report this to a supervisor or manager.
      - ii. Better Life Maids requires the reporting of all incidents of harassment and discrimination, regardless of the offender's identity or position.
      - iii. Early intervention and reporting have been proven to be the most effective method of resolving actual or perceived complaints.
      - iv. All complaints will be investigated promptly and, to the extent possible, with confidentiality.
      - v. If the investigation confirms conduct contrary to this policy has occurred, Better Life Maids will take immediate, appropriate, and corrective action, including discipline up to and including immediate termination.
  5. No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

## 2.6 Reasonable Accommodations

1. **RELIGIOUS ACCOMMODATION:** Better Life Maids respects the religious beliefs and practices of all team members and will make, upon request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the Company's business.
  - a. A team member who seeks religious accommodation must submit a written request for the accommodation to their immediate supervisor.
  - b. The written request must include the type of religious conflict that exists and the team member's suggested accommodation.
  - c. Better Life Maids management will evaluate the request and whether an accommodation is available and reasonable, and which would not create an undue hardship on the Company's business.

- d. A Better Life Maids supervisor or manager will meet to discuss the request and decision on an accommodation.
- 2. DISABILITY ACCOMMODATION: Better Life Maids provides reasonable accommodations upon request for a disability.
  - a. A team member should notify their supervisor if they require any accommodation.
  - b. Better Life Maids evaluates each request on an individualized basis and will determine with the team member whether there are reasonable accommodations that do not create undue hardship on the Company's business.

## **2.7 General Employment Resources**

- 1. U.S. Department of Labor ([www.DOL.gov](http://www.DOL.gov))
- 2. U.S. Equal Employment Opportunity Commission ([www.EEOC.gov](http://www.EEOC.gov))
- 3. U.S. Citizenship and Immigration Services ([www.USCIS.gov](http://www.USCIS.gov))

# 3 YOUR EMPLOYMENT AT BETTER LIFE MAIDS

## 3.1 Employment Classifications

1. Team members will be informed of their classification as exempt or non-exempt when they begin employment or move to a different position in the Company:
  - a. **Exempt Team Members** – these team members qualify as exempt as defined by the Fair Labor Standards Act and are not eligible for overtime pay.
    - i. Exempt team members are expected to work 40 hours or more per week, to include working outside of normal business hours to meet their job responsibilities.
    - ii. Exempt team members should not expect compensatory time for hours worked more than 40 in a given work week.
  - b. **Non-Exempt/Hourly or Commissioned Team Members** – these team members are paid on an hourly basis and are eligible for overtime pay.

## 3.2 Team Member Recruitment

1. Better Life Maids provides equal opportunity to all applicants on the basis of demonstrated ability, experience, and training.
2. Recruitment may be conducted through schools, employment agencies and Company advertising, among other sources.

## 3.3 Background and Reference Checks

1. To ensure that individuals who join Better Life Maids are well qualified and to ensure that Better Life Maids maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks and reference checks on all applicants who accept an offer of employment.
2. Background checks may include verification of any information on the applicant's resume or application form.
3. All offers of employment are conditioned on receipt of a background check report that is acceptable to Better Life Maids.
  - a. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and anti discrimination laws.
  - b. Reports are kept confidential and are only viewed by individuals involved in the hiring process.
4. If information obtained in a background check would lead Better Life Maids to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to

dispute the record's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

5. Additional checks such as driving records or credit reports may be made on applicants for particular job categories if appropriate and job related.
6. Better Life Maids also reserves the right to conduct a background check for current team members to determine eligibility for promotion or reassignment in the same manner as described above.

### **3.4 Employment of Former Team Members**

1. Team members who terminate employment with Better Life Maids may be re-hired provided they left in good standing with the company. Management will decide if a former team member may be rehired.
2. Team members who are re-hired by the company will lose their original anniversary date for all purposes and be assigned a new date corresponding to their first day on the job after re-employment.
3. Better Life Maids management retains the discretion to make exceptions to the policy.

### **3.5 Internal Transfers and Promotions**

1. Team members who meet attendance requirements and with good performance reviews may request consideration to transfer to other jobs as vacancies become available and will be considered along with other job applicants. At the same time, the company may initiate transfers of team members between departments and facilities to meet specified work requirements and reassignment of work requirements.
2. Better Life Maids offers team members promotions to higher-level positions when appropriate. Management may consider current team members with the necessary qualifications and skills to fill vacancies above entry level, unless outside recruitment is in the company's best interest.
3. To be considered, team members must have held their current position with a satisfactory performance record, have good attendance and have no disciplinary actions. Management retains the discretion to make exceptions to the policy.

### **3.6 Employment of Relatives or Partners and Personal Relationships**

1. A relative or partner (wife, husband, boyfriend, girlfriend, or relative by blood or marriage) of a staff member may be employed if they have the qualifications to do the job.
2. However, the team member cannot be in a position where they will be directing their relative or partner, or taking direction from them, or in a position to affect the amount of pay they receive.
3. Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above.
4. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which

the employee is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company.

### **3.7 Personnel Files**

1. Access to personnel files will be as dictated by state law, and in the absence of a state law, then according to the federal law.
2. The Company maintains a personnel file on each team member. We consider the information maintained in these files to be confidential and proprietary.
3. Certain team member information needs to be kept up-to-date. Any of the following changes in personal information should be reported to management by the team member for updating:
  - a. Name, address, telephone number
  - b. Changes in marital status and dependent information
  - c. Changes in the W-4 (Employee Withholding Allowance Certificate)
  - d. Person to notify in case of emergency
4. Active team members may review their personnel files once every six months by submitting a written request to management.
  - a. Terminated team members may review or receive a copy of their files once per year by written request.
5. Active or terminated team members desiring copies of any part or their entire personnel file must submit a written request to management. Copies will be provided at no cost to active team members.
6. Once a written request has been received, personnel files will be available within seven (7) working days of the request.
  - a. These files are to be reviewed in the presence of management either during normal working hours or before or after the team member's work shift.
  - b. Team member files may not be taken outside of the office.
7. Team members who dispute information in their personnel file may request that we remove or revise the disputed information. If we do not agree, team members may submit a written statement specifically identifying the disputed information, not to exceed five (5) pages, to be placed in their file.
8. Team members requesting their personnel files in good faith are protected from retaliation. Should a policy violation or retaliation occur, we will follow the Department of Labor's guidelines for remedies.
9. The Company reserves the right to charge for copies of personnel files of inactive or terminated team members. The price per page shall be set at \$1 per page (side) to cover administrative costs of providing this service. The total number of pages shall be paid for in advance.

### **3.8 Confidential Information**

1. During employment with Better Life Maids, team members will learn, work with, and be entrusted with information and trade secrets that are confidential relating to the Company's operations, proposed new business, financial condition, sales and services.
  - a. This information is not known outside of the Company or even known to all of Better Life Maids team members.

- b. Keeping this information confidential is necessary to ensure our success and because this information has substantial value to Better Life Maids, all team members must exercise the highest degree of care not to disclose any confidential information, even inadvertently, to any unauthorized persons in or outside the Company.
- 2. Sometimes even the most innocent acts or requests can result in disclosure of confidential information. Thus, team members should always think before discussing information with a third party:
  - a. **Company** – Knowledge of the Company's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.
  - b. **Customer/Client** – Knowledge of a client's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.
  - c. **Team member** – All information on the team member application is considered confidential, and is to be used for the hiring of personnel only. Personnel files are confidential and available only to management. A team member's own personnel file is open to his/her examination upon request and based on certain conditions (see Section 3.8 Personnel Files).
- 3. The rights of team members are to be protected always.
  - a. All questions regarding team member information are to be referred to management.
  - b. Personal information such as telephone numbers and addresses are not released:
- 4. For team members who work at the Company main offices:
  - a. Confidential information at work, when not in use, must be secured in locked files.
  - b. Confidential matters never leave Company property, must always be stored in appropriate places and must be relinquished upon termination of employment.
- 5. For team members who work outside the Company main offices:
  - a. Confidential information must be retained separate from personal information to ensure that no one other than the team member has access to Company confidential information.
  - b. All Company information, written/printed materials, passwords, computer files, property and all other work product performed by a team member or independent contractor on behalf of the Company remains the sole property of the Company.
  - c. All such information and materials must be returned to the Company upon request and/or termination of employment or any contractual agreements.
- 6. Confidential matters are to be discussed with other team members only as necessary and appropriate to conduct daily business and meet the Company's responsibility to provide services.
  - a. Unauthorized release of confidential information is grounds for disciplinary action up to and including termination of employment.
- 7. All team members are required to sign a **Non-Solicitation and Confidentiality Agreement** prior to beginning work at Better Life Maids. Each team member's obligation to maintain the confidentiality of Better Life Maids' confidential information exists throughout their employment and following the termination of your employment.



## 3.9 Conflicts of Interest

1. Better Life Maids has an excellent reputation for conducting its business with high levels of integrity and ethical standards. The Company expects all team members to uphold that reputation in every business or related activity.
2. All Better Life Maids team members are required to sign a **Non-Competition, Non-Solicitation and Confidentiality Agreement** prior to starting work.
3. While the Company respects team members' wishes to engage in activities outside of employment which are private in nature, team members are expected to avoid involvement in any activity which may create a conflict of interest.
4. A conflict of interest includes, but is not limited to:
  - a. Use of Better Life Maids' time, facilities, equipment, supplies, or other items or services for private gain or advantage.
  - b. Any situation where the team member may benefit personally from any purchase of goods or services by the Company.
  - c. Any situation where the team member uses information or personal contact normally not attainable except through employment with the Company to derive personal gain.
  - d. Any situation that may serve as a detriment to the Company or to its public image.
  - e. Any outside activity by a team member that may be viewed as competing with the products or services normally offered by the Company.
  - f. Acceptance of gifts, fees, services or entertainment from vendors, suppliers, or companies or individuals desiring to do business with the Company.
  - g. The purchase of products or services directly from a Company vendor or supplier. Such purchases must be directed through normal ordering procedures and are subject to normal pricing formulas.
  - h. Referring Better Life Maids' business transactions to a family member or other persons with whom there may exist a personal, business or financial relationship, without the express written pre-approval of the Company.
5. Outside employment or other outside activities are of concern to the Company if they affect job performance adversely or create a potential conflict of interest.
  - a. Management has the right to address outside employment concerns with the team member if any outside employment with competitive organizations whose products or services creates a conflict of interest on the part of the team member.
  - b. To avoid any real or perceived involvement in a conflict of interest, team members should refrain from any direct conflicts.
  - c. Team members who are in doubt as to whether a specific activity violates this policy must discuss the matter in advance with management.
6. Management will evaluate the circumstances and determine whether a conflict of interest exists. Activities determined to create the possibility of a conflict of interest may be prohibited.
7. A team member who fails to respond to Better Life Maids' prohibition of these circumstances considered a conflict of interest or who violates the **Non-Competition, Non-Solicitation and Confidentiality Agreement** will be subject to disciplinary action up to and including termination as well as subject to legal action.

### **3.10 Suggestions**

1. The Company welcomes suggestions from team members. Better Life Maids encourages all team members to bring forward their suggestions and good ideas about how our Company can be made a better place to work and our service to our clients enhanced.
2. When a team member sees an opportunity for improvement, they should talk it over with their supervisor or manager, or write their ideas down with their name and date, which ensures team members get maximum recognition for their contribution. All suggestions are valued.
3. When a suggestion has merit, the Company provides special recognition for the individual(s) who submitted the idea. Suggestions can include more efficient processes, new products, or how to improve service quality.

### **3.11 Problems or Grievances**

1. The most satisfactory solution to a job-related problem or concern is reached through a prompt discussion with your supervisor or manager.
  - a. Please feel free to request an informal conference with someone in management. We request that you put your concern in writing, so a productive discussion can ensue.
  - b. While the Company provides you with this opportunity to discuss your views, please understand that not every situation can be resolved to your specific satisfaction.
  - c. Even so, Better Life Maids believes that open communication is essential to a successful work environment and all team members should feel free to raise issues of concern without fear of reprisal.
2. Before your situation becomes a problem, talk it over with a supervisor or manager.
  - a. The resolution is usually easier than you think, and your manager may have answers and solutions you may not have thought of or thought possible.
  - b. Anyone who has experienced or observed any conduct that they believe is unlawful harassment or discrimination (see Section 2 General Employment Policies) must report that conduct immediately to any supervisor or manager the Company.
3. Better Life Maids promotes an atmosphere whereby team members can talk freely with members of the management staff.
  - a. Team members are encouraged to openly discuss with their supervisor any problems or concerns, so appropriate action may be taken.
  - b. If the supervisor cannot be of assistance, managers are available for consultation and guidance. We welcome the opportunity to help team members whenever feasible.
  - c. The best way to get issues, problems, concerns or grievances taken care of is to bring them to the attention of a Better Life Maids' supervisor or manager.

### **3.12 Use of Company and Personal Vehicles**

1. Team members are required to possess a valid driver's license and up-to-date insurance coverage. Every team member must provide proof of current automobile insurance in advance to Human Resources.
2. Use of a Better Life Maids' vehicle is a privilege, not a right.

3. Only “authorized drivers” are allowed to drive vehicles owned by Better Life Maids.
  - a. To be an authorized driver for Better Life Maids, a team member must have a satisfactory MVR and be approved as a driver by Better Life Maids’ auto insurance company.
4. Most team members will use their personal vehicle for transportation to clients’ homes.
5. Team members who drive their personal vehicles for Company business, the Company’s automobile liability insurance is secondary to your personal automobile liability insurance.
6. Mileage will be paid to team members for using their personal vehicle for carrying out Company business (see Section 4.3.2 Expense Reimbursement).
7. Team members are to obey all traffic rules, including wearing seat belts and refraining from using the phone while driving.
  - a. Failure to abide by State Traffic Laws will result in disciplinary action up to and including termination of employment.
8. Any personal business conducted while driving a Better Life Maids’ vehicle is strictly prohibited without prior notification and consent from the Operations Manager.

### **3.13 Orientation and Training**

1. Training is the time for new team members to learn their job description and job duties as a cleaning technician, and the expectations and standards of this position.
2. Online learning courses and field training are two different parts of their training experience. Training will consist of online courses, review of job duties, policies and procedures, demonstration and hands-on training in-house, and evaluation by observation.
3. Orientation and training do not guarantee continued employment and do not change the at-will nature of the employment relationship.
4. The first 28 days of employment at Better Life Maids are a probationary period. Think of this period as an ongoing interview. You are still in the process of showing us that you will be a great employee, and you are evaluating for yourself if a career with Better Life Maids is right for you.

### **3.14 Discipline**

1. Better Life Maids does not have a progressive discipline policy requiring a set number of warnings or counseling sessions.
2. The Company retains the right to discipline or terminate depending on many factors, including the type of misconduct or performance deficiency, and any prior counseling or warnings.
3. In the case of misconduct or violation of the Company’s policies, immediate termination may be appropriate depending on the facts.
4. This statement of prohibited conduct does not alter or limit the Company’s policy of employment at-will.
5. Either the team member or the Company may terminate the employment relationship at any time for any reason.

## 3.15 Termination of Employment

1. Terminations are to be treated in a confidential and professional manner by all concerned. This policy and its administration will be implemented in accordance with the Company's Equal Opportunity Policy.
2. Employment with Better Life Maids is normally terminated through one of the following actions:
  - a. Resignation – Resignation is the voluntary termination of a team member.
    - i. A team member who wants to terminate employment should complete a Letter of Resignation
    - ii. A Team member who plans to leave employment with Better Life Maids is expected to give as much notice as possible.
  - b. Dismissal – Dismissal is involuntary termination for substandard performance or misconduct.
    - i. Substandard Performance – a team member may be discharged if his or her performance is unacceptable.
    - ii. Management staff shall strive to counsel the team member concerning performance deficiencies, provide direction for improvement, and warn the team member of possible termination if performance does not improve within a defined period, but reserves the right to end the employment relationship at any time for any reason.
    - iii. Misconduct – a team member found to be engaged in activities such as, but not limited to, theft of any property, insubordination, or any other activities showing willful disregard of Better Life Maids' interests or policies will be terminated (See Section 1.3 Code of Conduct).
    - iv. Termination resulting from misconduct shall be entered into the team member's personnel file immediately and the team member will be considered ineligible for rehire.
  - c. Layoff – Layoffs are terminations due to reduction of the work force or elimination of a position.
    - i. When a reduction in workforce is necessary or if one or more positions are eliminated team members will be identified for layoff after evaluating the following factors:
      1. Company work requirements;
      2. Team member's abilities, experience, and skill;
      3. Team member's potential for reassignment within the organization; and
      4. Team member's adherence to attendance policy and Code of Conduct
3. Termination Processing Procedures:
  - a. A member of management shall conduct an exit interview with the team member.
  - b. On the final day of employment, a manager must receive all keys, uniforms, and ID cards from the team member.
  - c. All outstanding advances and draws charged to the terminating team member will be deducted from the final paycheck by payroll.
  - d. The team member's final paycheck will be issued on the next scheduled payday deducting any remaining Company property in the team member's possession such as uniforms or equipment.

# 4 WAGE AND HOUR POLICIES

## 4.1 Timekeeping Procedures

1. Team members are responsible for accurately recording time worked and confirming the accuracy of their time records.
2. Team members should clock in upon arrival to the office or their first property.
  - a. All shifts have a soft start time between 8:00 am and 8:30 am each day.
3. Team members should check in to the job upon arrival to the client's property and check out once work has been completed.
4. Do not falsify a time clock record, alter another team member's time records, or conceal falsification. This also includes clocking in or out of work before or after you leave Company or a client's premises. For example, you are 10 minutes late for work, and use the company app to clock in on time before you actually arrive. The system logs the location of all clock in and job check ins, and falsifying a record in this way is time theft.
5. Do not work any hours beyond the scheduled work day unless it is authorized or requested by a supervisor. If a job will go beyond 5 PM please complete the job, but let your supervisor know as soon as that is apparent. This also will allow us to provide you additional help as needed.
6. Do not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless you are authorized to do so and that time is recorded on an approved timesheet.
7. Do not perform "off-the-clock" work, which is work performed that is not reported on your approved timesheet.
8. If a team member fails to report or inaccurately reports any hours worked, they will be subject to disciplinary action up to and including termination.
9. TRAVEL TIME: If travel time between homes takes longer than 30 minutes team members must call the office with an explanation.

## 4.2 Compensation

1. The Company workweek is from Sunday to Saturday.
2. Adjustments to team members' compensation packages are made only when level of performance and experience warrant and with verification from their supervisor or manager.
3. Guaranteed Hourly Rate
  - a. All Cleaning Technicians have a minimum guaranteed hourly rate.
  - b. This rate is applied:
    - i. During your first two weeks of training
    - ii. Anytime you are placed back in training after your first two weeks due to performance or quality concerns
    - iii. When your job share would fall below your guaranteed hourly rate, this will appear as supplemental pay

4. Job Share / Fee Splits:
  - a. Upon successful completion of training and continued compliance with Company policies and procedures, all Cleaning Technicians are eligible to receive Job Share or Fee Split, which is a percentage of the customer fee per completed job.
  - b. Each team member has the opportunity to earn 36%-40% of the customer fee per completed job. (See TECH CAREER LADDER page 61)
  - c. A maximum hourly rate cap of \$31.20 is applied on a per job basis.
  - d. When two captains work one job, they equally split the percentage based on how much time each team member was in the home.
  - e. If team members start a job at separate times it is calculated based on how long each team member spent in the home.
  - f. Reduction of Job Share / Fee Splits:
    - i. If a Cleaning Technician falls out of compliance due to attendance issues, demonstrates un-satisfactory levels of quality, or consistently violates Company policies and procedures, their fee split will be reduced.
5. Bonus Programs
  - a. May be introduced on a periodic basis based upon key performance metrics. All bonuses are considered discretionary and will only be paid if the team member is in good standing with the company.
6. Redos
  - a. If someone other than the cleaning technician who cleaned the house performs a "redo" due to a complaint from a client, the original cleaning technicians will lose their fee split for that job.
  - b. At no time shall this lower a cleaning technician's total hourly pay for each job below their guaranteed hourly pay.
7. PAYCHECKS: Pay is distributed via direct deposit each Friday for work performed during the previous week.
  - a. DIRECT DEPOSIT: Pay for team members will be distributed via direct deposit or bank card unless other arrangements are made. The availability of a team member's paycheck in their bank account depends upon their bank's procedures.
8. DEDUCTIONS from paychecks are made according to state laws or in the case no state laws apply, the FLSA and include:
  - a. Garnishments required by court order, insurance (if applicable), loans, advances, breakage, damage to property or equipment, and any other debts.
  - b. Equipment, T-shirts, ID badges and any other company property lost or damaged due to negligence or not returned upon termination of employment.
9. QUESTIONS ABOUT PAYCHECKS: If a team member believes that an improper deduction has been taken from their pay, the team member should immediately report the deduction to the office staff or management. It will be promptly investigated and if it is found that an improper deduction has been made, the Company will reimburse the employee for the improper deduction.
10. TIPS: Tips included in payment for service will be included in the team member's next paycheck.
11. OVERTIME: Overtime is to be avoided whenever possible. When overtime is necessary to serve the needs of our clients, the Company compensates its team members for overtime in accordance with state and federal legislation.
  - a. Paid leave, such as holiday, paid time off (PTO), bereavement time, and jury duty, does not apply toward work time
  - b. Non-exempt team members will not work beyond 40 hours a week without authorization from management.

- c. Non-exempt team members will be compensated for all hours more than 40 hours per week and will be paid at one and one-half times their normal hourly rate.

### 4.3 Expense Reimbursement

1. Business Expenses: Team members may incur expenses for preapproved office or cleaning supplies or other items or products. If you purchase the required item, receipts are to be submitted to management as expenses are incurred. Failure to provide an appropriate receipt may result in the item(s) not being reimbursed. Failure to submit expenses within 30 days of the purchase may result in a decline in reimbursement.
2. Personal Automobile Expenses: Your local travel for Company business will be reimbursed at \$0.50 per mile.
  - a. All travel expenses must be pre-approved by management.
  - b. The Company will not reimburse team members for items such as the cost of parking tickets, traffic violations, towing charges, or miles driven due to personal scheduling requests.
  - c. You are not reimbursed for mileage from your home to the first property or from your last property to your home. This is considered your commute to and from work.
  - d. Our system automatically tracks team member's mileage between properties for reimbursement.
  - e. Better Life Maids will pay team members if they have to come to the office.
    - i. Track this mileage and email the office stating the number of miles traveled from the last property to the office.
3. Out-of-Town Travel: Periodically, team members may be approved to travel to another location (in-state or out-of-state) for business, a conference or a trade show. Pre Approved commercial travel, such as by air, taxi, and rental car, will be reimbursed by the Company. The Company will reimburse reasonable expenditures for hotel and motel accommodations, meals, work-related long-distance phone calls, baggage handling costs, parking fees and toll charges. Non-business expenses will not be reimbursed.
4. Team members who are representing the Company to the public must remain professional always. As such, it is preferred that team members refrain from drinking alcohol when traveling on Company business. No alcohol purchases may be expensed.

### 4.4 Meal and Rest Breaks

1. Meal and Rest breaks should be taken as indicated by state law, and in the absence of a state law, then according to the FLSA.
  - a. A meal break is a 30-minute unpaid break.
  - b. A rest break is a 15-minute paid rest period.
2. Due to the nature of our business, breaks and lunch/meal periods may vary day to day. Team members are generally authorized to schedule their own time for lunch and break periods, but they should be scheduled between cleaning appointments.
3. Lunch breaks on or at a client's home are not ideal, but are permitted.
  - a. If it is necessary to take a break while on a job, please exit the home and take your meal in your vehicle or away from the premises if possible.

4. In the absence of a set schedule, it is the team member's responsibility to ensure that they take the opportunity to get away from their work area for a meal period.
5. Team members are relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. It is strongly suggested that team members eat their meal away from their regular workplace (desk, shop, and should never do so at a client's home, etc.).
6. A team member who fails to return on time from their lunch/meal period may be subject to disciplinary action.
7. Team members who are allowed a break are expected to take it about mid-way through their shift.
8. Hourly and salaried team members who forego a paid rest break may not shorten a workday to make up for it.

## **4.5 Wage and Hour Resources**

1. U.S. Department of Labor Wage and Hour Division, Fair Labor Standards Act ([www.dol.gov/whd/flsa](http://www.dol.gov/whd/flsa))



# 5 ATTENDANCE AND ABSENCES

## 5.1 Regular Attendance

1. Better Life Maids expects its team members to report to work on time every morning ready, willing and able to perform their job.
2. While we recognize that there are circumstances that may cause a team member to be absent from work, unplanned absences must be kept to a minimum to provide our clients with steady, quality service.
3. Management retains the right to deny authorization of any requested absence, the right to investigate any absence, and the right to take disciplinary action up to and including dismissal for excessive absences.
4. These attendance policies have been developed to ensure that all team members are treated in an equitable manner and that Company production does not suffer due to absenteeism.
5. These policies apply to all team members.
6. REGULAR ATTENDANCE and promptness are essential job functions, and team members are expected to be punctual in reporting for scheduled work.
  - a. Normally, team members will be expected to be at work at the start of their assigned work shift and work until their assigned work shift ends.
  - b. On occasion, team members may be required to work later than their assigned work shift ends.
  - c. A team member's regular work schedule is subject to change based on company workload.
7. CLOCK-IN: You are expected to clock in no later than your assigned start time.
  - a. Clocking-in for others is considered fraudulent activity comparable to theft. Disciplinary action will result up to and including termination.
  - b. If you come to the office first clock in when you arrive.
  - c. If going directly from your home to clients home, clock in when you arrive at clients home.
8. ABSENTEEISM, TARDINESS and EARLY DEPARTURES are a burden and a hardship to other team members and to the overall scheduling and operation of the Company.
  - a. Attendance is tracked, and excessive lateness, absences, or early departures will affect your pay increases, promotions, eligibility for benefits, and employment status.
  - b. Excessive absenteeism or tardiness is not excused simply by calling in advance.
9. OCCURRENCE SYSTEM: The focus of this system shall be the frequency of occurrences of absenteeism/tardiness. An occurrence shall be any absences from scheduled duty or tardiness to work.
  - a. Tardiness/Late - 1/8 Occurrence: Being tardy or late accumulates on 1/8 (.125) of an occurrence under this policy. An employee is considered tardy if they are not clocked in at their scheduled start time.
  - b. Unplanned Absence - 1 Occurrence: A sick call or absenteeism that is reported at least 30 minutes before a scheduled shift will only accumulate 1 occurrence under this policy. Up to 3 consecutive days off are considered 1 occurrence under this program.
  - c. No Call/No Show - 4 Occurrences: If an employee fails to report to work at their scheduled shift and does not contact the office within 30 minutes of their scheduled start

time, it is considered to be a no call no show for their shift. If an employee, no calls no shows, they could be considered to have voluntarily resigned.

10. PROGRESSIVE ATTENDANCE POLICY: This policy is considered progressive in nature, but may be implemented or accelerated at any step, including termination, depending on the severity of the situation. You may only accumulate 8 occurrences in a rolling 6 month period
  - a. 1 Occurrence - No Disciplinary Action
  - b. 2 Occurrences - No Disciplinary Action
  - c. 3 Occurrences - No Disciplinary Action
  - d. 4 Occurrences: Written Notice
  - e. 5 Occurrences: Written Notice
  - f. 6 Occurrences: 3 Day Suspension
  - g. 7 Occurrences: 5 Day Suspension
  - h. 8 Occurrences: Termination
11. ASSISTING OTHER TEAM MEMBERS: Upon completing your assigned jobs, you are required to send a Slack message or call the office to verify all other team members are on schedule as well. If another team member needs assistance, the office staff will add that job to your schedule and you are required to assist with completing it until all of the jobs for that day are done.
  - a. Any team member who refuses to assist other team members will receive disciplinary action up to and including termination of employment.
  - b. If no help is needed by another team member, the team member's work day is complete at that time.
12. Better Life Maids will do our best to keep our team members on their scheduled shifts. From time to time it may be required that a team member make up a day due to unforeseen weather events or other events beyond the companies control. For example, if we have a snow event mid week and cancel service on a Wednesday, it may be necessary to work on a Saturday to make up the work for our clients.

## 5.2 Call-Out Procedure

1. REPORTING ILLNESSES: If a team member is sick or otherwise unable to attend work, they must notify the office as soon as they know they will be absent, **but no later than thirty minutes BEFORE their assigned start time.**
  - a. A friend or family member may notify the office for the team member if they are too sick to call themselves.
  - b. The Team Member Portal operates 24 hours a day, so the team member may notify the office of an absence at any time.
  - c. Notifying the office of an absence less than 30 minutes before or any time after a team member's scheduled start time is considered an Emergency Time-Off and will count against their attendance (See Section 5.3.5 Emergency Time-Off).
2. ILLNESSES LASTING MORE THAN ONE DAY: Team members must call before their scheduled start time **each day** they will be absent, or it is considered a "No-Call, No-Show." The exception is if the team member can provide a doctor's note to management which includes specific dates of absence (See Section 5.4 Family and Medical Leave).
3. MEDICAL ABSENCES: Better Life Maids requires team members to support any absences for medical reasons with a physician's statement noting the team member was absent due to illness or injury preventing them from working that day, and that the team member is well enough to return to work (See Section 5.4 Medical Leave).

4. NO-CALL/NO-SHOW: All request off responses will be sent via email if it is either approved or denied. If it is denied and you will still be taking the day off you must either let management know in advance or call the morning of 30 minutes prior to your assigned start time. If you don't do either of these it will result in a NO CALL NO SHOW (4 occurrences).

## 5.3 Time-Off Requests

1. Time-off requests are made based on information available in Maid Central on the color-coded calendar in your Employee Account.
  - a. All requests must be submitted with 2 weeks advance notice.
  - b. **TEAM MEMBERS CAN REQUEST AS MANY DAYS OFF AS THEY NEED THROUGHOUT THE YEAR AS LONG AS THERE IS AVAILABILITY.**
    - i. Certain days are closed to time off requests due to workload requirements, these days are referred to as Black Out Day.
2. Approved Time-Off – Defined as time away from work that does not count against a team members' attendance record since they have followed the proper protocol for requesting time off.
  - a. To receive approved time off, a team member should open their Employee Account in Maid Central and check the calendar.
  - b. Available time-off openings are updated daily based on the work schedule and are granted on a first-come, first-served basis only - NOT on attendance, seniority or tenure.
    - i. You can reserve a day off by utilizing the calendar to schedule important appointments you know about in advance such as:
      1. Doctor's appointments for you or your child(ren);
      2. DSS appointments;
      3. Housing Authority appointments;
      4. Appointments with your child's school;
      5. Jury duty;
      6. Military training duty;
      7. Company-earned Paid Time Off
3. Black-Out Days – Defined as days when no time off is guaranteed due to workload demands.
  - a. Calling out on a black out date results in DOUBLE occurrences.
  - b. Typically the weeks surrounding New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas are considered Black Out Days and can not be available for vacation requests and will have additional consequences for any absences.
  - c. However, we do allow bidding on these weeks up to 12 months in advance based on the following criteria:
    - a. To be eligible to bid for these weeks you must have a full year of employment at Better Life Maids at the time you bid, not the time the prospective vacation will occur.
    - b. Only 2 service technicians are allowed to take a vacation during a Black Out week.
    - c. The request must be made through MaidCentral and approved to be valid.
    - d. One management team member may take a vacation during a black out week.
    - e. Management requests for Black Out weeks must be approved by their supervisor.
    - f. A technician or manager is only eligible to take a vacation once per year during a black out week.

4. All time-off will be unpaid (see Section 8 Benefits).
5. All Time Off requests and call-outs will be recorded in each Team Member's Employee Account in Maid Central, so they can keep track of this important information.
6. All time off request responses will be sent via email, whether it is either approved or denied. If it is denied and you will still be taking the day off you must either let management know in advance or call the morning of 30 minutes prior to your assigned start time. If you don't do either of these it will result in a NO CALL NO SHOW (4 occurrences).

## 5.4 Family and Medical Leave

1. Better Life Maids complies with the federal FMLA, which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws.
  - a. Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact Human Resources to discuss options for leave.
2. The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools) to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons.
  - a. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type of leave.
3. **Basic leave entitlement.** The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:
  - a. For incapacity due to pregnancy, prenatal medical care, or childbirth
  - b. To care for the employee's child after birth or placement for adoption or foster care
  - c. To care for the employee's spouse, child, or parent who has a serious health condition
  - d. For a serious health condition that makes the employee unable to work.
4. **Military family leave entitlements.** Eligible employees with a spouse, child, or parent on active duty or called to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies.
  - a. Qualifying exigencies may include addressing issues that arise from:
    - i. Short notice of deployment (limited to up to 7 days of leave)
    - ii. Attending certain military events and related activity
    - iii. Arranging child care and school activities
    - iv. Addressing certain financial and legal arrangements
    - v. Attending certain counseling sessions
    - vi. Spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to 5 days of leave)
    - vii. Attending post deployment reintegration briefings
    - viii. Arranging care for or providing care to a parent who is incapable of self-care
    - ix. Any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

- b. The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period.
    - i. A covered servicemember is a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.
- 5. **Benefits and protections during FMLA leave.**
  - a. During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work.
  - b. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.
    - i. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.
  - c. Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations.
    - i. A "key" employee is an eligible salaried employee who is among the highest-paid 10 percent of the company's employees within 75 miles of the worksite.
    - ii. Employees will be notified of their status as key employees, when applicable, after they request FMLA leave.
  - d. Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.
- 6. **Employee eligibility.** The FMLA defines eligible employees as employees who meet all of the following criteria:
  - a. Have worked for the company for at least 12 months
  - b. Have worked for the company for at least 1,250 hours in the previous 12 months
  - c. Work at or report to a worksite that has 50 or more employees or is within 75 miles of company worksites that, taken together, have a total of 50 or more employees.
- 7. **Definition of "serious health condition."**
  - a. A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.
  - b. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least 2 visits to a healthcare provider or 1 visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition.
    - i. Other conditions may meet the definition of "continuing treatment."
- 8. **Use of leave.**
  - a. An employee does not need to use this leave entitlement in one block.
  - b. Leave can be taken intermittently or on a reduced work schedule when medically necessary.

- c. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.
- d. Leave due to qualifying exigencies also may be taken on an intermittent or a reduced work schedule basis.

**9. Substitution of paid leave for unpaid leave.**

- a. Employees may choose or employers may require the use of accrued paid leave while taking FMLA leave.
- b. Accordingly, the company requires employees to use any accrued paid vacation, personal, and sick days during an unpaid FMLA leave taken because of the employees' own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military.
- c. In addition, employees must use any accrued paid vacation or personal days (but not sick days) during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member's active duty or call to active duty status in support of a contingency operation.
- d. In order to use paid leave for FMLA leave, employees must comply with the company's normal paid leave procedures found in its Vacation and Sick Leave policies.

**10. Employee responsibilities.**

- a. Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable.
  - i. When 30 days' notice is not possible, employees must provide notice as soon as practicable and generally must comply with the company's normal call-in procedures.
- b. The company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.
- c. Employees must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave.
  - i. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave.
- d. Employees also must inform the company if the requested leave is for a reason for which FMLA leave was previously taken or certified.
- e. Employees also are required to provide a certification and periodic recertification supporting the need for leave.
  - i. The company also may require a second and, if necessary, a third opinion (at the company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness-for-duty report to return to work.
  - ii. The company also may delay or deny approval of leave for lack of proper medical certification.

**11. Company responsibilities.**

- a. The company will inform employees requesting leave whether they are eligible under the FMLA.
  - i. If they are, the notice will specify any additional information required, as well as the employees' rights and responsibilities.
  - ii. If employees are not eligible, the company will provide a reason for the ineligibility.

- b. The company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employees' FMLA leave entitlement.
- c. If the company determines that the leave is not FMLA-protected, the company will notify the employees.

**12. Other provisions.**

- a. Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of:
  - i. Executive, administrative, and professional employees
  - ii. Outside sales representatives
  - iii. Certain highly skilled computer professionals
  - iv. Certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status.
- b. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.
- c. Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the company has approved the employment under its Outside Employment policy and the employees' reason for FMLA leave does not preclude the outside employment.

**13. Unlawful acts by employers.**

- a. The FMLA makes it unlawful for any employer to:
  - i. Interfere with, restrain, or deny the exercise of any right provided under the FMLA.
  - ii. Discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

**14. Enforcement.**

- a. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.
- b. The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

## **5.5 Funeral and Bereavement Leave**

- 1. Funeral and Bereavement Leave allows a team member to take up to three (3) consecutive workdays off excused, unpaid time-off following the death of the team member's immediate family member (based on individual circumstances and discussed with your supervisor). The office must be properly notified for these events (*See Section 5.3 Time-Off Requests*).
- 2. Employees with more than 3 months' service may take up to 3 days of paid bereavement leave upon the death of a member of their immediate family.
  - a. Immediate family members are defined as an employee's spouse, domestic partner, parents, stepparents, siblings, children, stepchildren, grandparent, parent-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.
- 3. The company may require verification of the need for the leave. The employee's supervisor and HR will consider this time off on a case-by-case basis.

4. Payment for bereavement leave is computed at the regular hourly rate to a maximum of 8 hours for 1 day. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

## 5.6 Military Leave

1. Better Life Maids supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws.
2. Any employee who needs time off for uniformed service should immediately notify Human Resources and the employee's supervisor, who will provide details regarding the leave.
3. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.
4. Upon return from military leave, employees will retain certain rights with respect to reinstatement, seniority, layoffs, compensation, length of service promotions, and length of service pay increases, as required by applicable federal or state law. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.
5. All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

## 5.7 Jury Duty/Court Appearance

1. The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence.
2. Nonexempt employees will be paid for up to 2 weeks of jury duty service at their regular rate of pay minus any compensation received from the court for the period of service.
3. Exempt employees are subject to the same 2-week limitation except that they will also receive pay for any days they serve as a juror or witness in a workweek in which they actually perform work.
4. All employees may use any accrued time off if required to serve more than 2 weeks on a jury.
5. If an employee is released from jury duty after 4 hours or less of service, the employee must report to work for the remainder of that workday.
6. Time for appearance in court for personal business will be the individual employee's responsibility. Normally, personal days or vacation days will be used for this purpose.

## 5.8 Time Off for Voting

1. Better Life Maids recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this won't be the case, contact your supervisor to discuss scheduling accommodations.

## 5.9 Attendance and Absence Resources:

1. U.S. Department of Labor Wage and Hour Division, Fair Labor Standards Act (FLSA), (<https://www.dol.gov/agencies/whd/flsa>)
2. U.S. Department of Labor Family and Medical Leave Act (FMLA), ([www.dol.gov/whd/fmla](http://www.dol.gov/whd/fmla))



# 6 COMMUNICATIONS

## 6.1 Electronic Resources

1. Certain team members may be provided with access to computers, email, voicemail, internet access or other forms of communication or data storage ("Electronic Resources").
  - a. These electronic resources are provided for efficiency of work and the benefit of the Company.
  - b. Accordingly, any use of electronic resources should be limited to business-related purposes.
  - c. Please be aware that the policy against discrimination, harassment and sexual harassment (See Section 2.5 Non-Discrimination and Anti-Harassment) contained in this manual applies to any electronic communication as well as more traditional forms of communication.
2. Under no circumstances may team members visit sexually oriented or other potentially offensive websites.
  - a. Team members may not view, send, forward, or reply to sexually oriented or other potentially offensive email messages, including jokes, video clips, pictures or other audio clips.
3. The Company reserves the right to and team members hereby agree and acknowledge that Better Life Maids may with or without notice monitor, examine, or retrieve any communication, e-mail, voice mail, file or other data stored on or sent using the Company's Electronic Resources.
4. All data, information, files, documents, emails, voicemails, and any other information that is created, transmitted, stored on or received by any of the Company's electronic information and communication systems or media are the exclusive property of Better Life Maids.
  - a. Team members should not expect privacy with regard to such information.
5. Team members are expected to abide by all applicable software licenses and copyright and intellectual property laws. Failure to abide by this policy may result in disciplinary action up to and including termination.

## 6.2 Mobile Devices

1. The purpose of this policy is to protect you by limiting the use of personal phones and other communication devices while at work.
2. Inappropriate use of communication devices at work can cause injuries by creating a distraction or interfering with the proper and safe use of equipment, machinery and vehicles.
  - a. Communication devices, headphones, earphones or wireless earpieces, and watches may get caught or tangled in machinery and equipment or interfere with the proper use of personal protective equipment.
3. **DEVICES COVERED:** The devices covered by this policy include all cell phones, smart phones, Blackberries, mobile phones, text pagers, two-way radios and other wireless devices (collectively referred to as "devices"), whether owned by the Company or the individual team member.

4. **PERSONS COVERED:** This policy applies to all team members, contractors, consultants, temporary workers and other workers at the Company, including all personnel affiliated with third parties working at Company facilities.
5. **ACTIVITIES COVERED:** The rules set forth in this policy apply to all work-related activities, including but not limited to driving to the Company office and Company accounts. This policy applies whether the vehicle is owned by the Company or by the team member and applies to all conversations, whether personal or business-related.
6. **PROHIBITED USES:**
  - a. **GENERAL** – While in a client's home, team members are expected to focus on work and may not use any device in the workplace for any inappropriate purpose, including but not limited to:
    - i. Engaging in personal conversations
    - ii. Playing games
    - iii. Accessing the internet
    - iv. Checking email
    - v. Sending or receiving text messages
  - b. **DRIVING** – While operating a vehicle, team members may not answer a communication device unless and until they pull over to a safe spot or let a passenger answer the call.
    - i. If it's urgent, team members may accept or return the call, provided they remain parked off the road. They may not resume driving until their conversation is over.
    - ii. Team members may not make outgoing calls while driving.
    - iii. If team members need to place a call, they must first pull over in a safe place.
7. **PERMITTED USES:** Team members may use devices when they're not working when in the following designated areas – outside of clients' homes, meeting/break room at office, personal offices, restaurants, and in Company vehicles pulled over or parked in a safe location.
8. **VIOLATIONS:** Team members who violate this policy will be subject to disciplinary action up to and including termination.

## 6.3 Telephone Monitoring

1. Better Life Maids reserves the right to monitor telephones and record employees' calls using company resources.
  - a. Better Life Maids strives to provide the highest quality service to our clients and prospective clients.
  - b. Proper use of the telephone and the development of telephone etiquette is a priority.
  - c. Members of Better Life Maids' management team, or their designees, may listen in on and record customer service lines to ensure that employees are being respectful and responsive to customers, that all callers are being handled properly, or for other legitimate business purposes.
  - d. Customer service calls may also be monitored and recorded for training purposes to critique customer service skills and provide feedback for job performance as needed.
  - e. Employees may be monitored and recorded at any time during business calls without notification.

## 6.4 Social Media

1. Better Life Maids encourages team members to share information with coworkers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others.
2. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information.
3. However, information posted on a website is available to the public, and therefore, the company has established the following guidelines for employee participation in social media.
4. Note: As used in this policy, “social media” refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and Snapchat, among others.
5. Off-duty use of social media. Team members may maintain personal websites or blogs on their own time using their own facilities. Team members must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and team members may use them to express their thoughts or promote their ideas. In addition, team members may not post on a personal blog or webpage or participate on a social networking platform for personal purposes during work time or at any time with Better Life Maids equipment or property.
6. On-duty use of social media. Team members may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company clients, customers, or vendors without express permission. The company monitors team member use of company computers and the Internet, including team member blogging and social networking activity.
7. Respect. Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its team members. A social media site is a public place, and team members should avoid inappropriate comments.
  - a. For example, team members should not divulge Better Life Maids confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.
  - b. Similarly, team members should not engage in harassing or discriminatory behavior that targets other team members or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the company’s policies.
8. Post disclaimers. Team members who identify themselves as company employees or discuss matters related to the company on a social media site must include a disclaimer on the front page stating that it does not express the views of the company and that the employees are expressing only personal views—for example:
  - a. “The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer.”
  - b. Place the disclaimer in a prominent position, and repeat it for each posting expressing an opinion related to the company or the company’s business.
  - c. Team members must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.
9. Competition. Team members should not use social media to criticize the company’s competition and should not use it to compete with the company.

10. Confidentiality. Do not identify or reference company clients, customers, or vendors without express permission. Team members may write about their jobs in general but may not disclose any confidential or proprietary information.
  - a. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.
11. New ideas. Please remember that new ideas related to work or the company's business belong to the company. Do not post them on a social media site without the company's permission.
12. Trademarks and copyrights. Do not use the company's or others' trademarks on a social media site or reproduce the company's or others' material without first obtaining permission.
13. Avoid statements about the company's future.
14. Legal. Team Members are expected to comply with all applicable laws, including, but not limited to, Federal Trade Commission (FTC) guidelines and copyright, trademark, and harassment laws.
15. Company restrictions. The company may require employees to delete references to it on a website or blog and to stop identifying themselves as team members of the company.
16. Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.
17. Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities

# 7 UNIFORM & PROFESSIONAL APPEARANCE

## 7.1 Purpose of Uniform and Personal Appearance Policy

1. Better Life Maids takes pride in its team members and wants their appearance to convey an attitude of excellence and professionalism synonymous with our Company.
2. We strive for a classic, friendly appearance which is clean, natural, and professional and avoid “cutting edge” trends or extreme styles.
3. Team members must be properly uniformed at all times when working their shift. No exceptions.
4. Non-compliance with this policy will result in disciplinary action up to and including termination.
5. Team members will be provided with Better Life Maids shirts.
  - a. Team members are expected to keep shirts clean and in excellent condition and can ask for a replacement if a shirt starts to look worn.
  - b. All shirts are to be turned in upon leaving employment with Better Life Maids.
  - c. If shirts are not returned Better Life Maids reserves the right to deduct the cost of the shirts from the team member’s final paycheck.
6. Our goals with the Uniform Policy are to:
  - a. Promote and maintain a consistent and professional appearance
  - b. Promote safety
  - c. Create rules that are clear, unambiguous, and simple to enforce

## 7.2 Uniform Policy for Cleaning Technicians

1. I.D. BADGES: I.D. Badges should be worn from the time you enter the office or first property in the morning to the time you leave at the end of your shift. No exceptions. The badge must be worn on the outermost layer of clothing. For example, if wearing a jacket, it must be worn on the outside of the jacket.
2. SHOES: White or Black. NO OTHER COLORS:
  - a. SHOES MUST LOOK PROFESSIONAL!
  - b. Athletic shoes ONLY.
  - c. Shoes must be NON-SKID.
  - d. Shoes must be enclosed – no open or sling backs.
  - e. Shoes must be kept in good condition and clean.
  - f. Shoelace color must be subdued and match the shoe (no patterned, garish or neon colors).
  - g. All laces must be tied, and all Velcro straps must be fastened at all times.
  - h. Nothing decorative or unnecessary to the function of the shoe should be hanging off shoes or laces
3. PANTS, TROUSERS, OR SLACKS: Khaki colored twill (cotton-blend) material.
  - a. MUST LOOK PROFESSIONAL!
  - b. No stretch yoga, or bike pants/shorts

- c. Pants, shorts and Capri/cropped pants should have no more than four pockets in the traditional style – two front pockets and two back pockets.
  - d. No pockets are allowed on the legs of pants.
  - e. No cargo pants with many pockets, including decorative pockets.
  - f. No ragged hems or seams
  - g. No loose strings or ties, especially at the bottom (must be tied neatly)
  - h. No tight pants or shorts
  - i. No baggy pants or shorts
  - j. No rhinestones or sparkles
  - k. Shorts must not be shorter than the tip of your longest (middle) finger when held against thigh
  - l. Pants and shorts must be clean in appearance and in good condition every morning
- 4. SOCKS: White, navy/royal blue, gray, brown or black socks only. No other colors above the edge of the shoe.
- 5. SHIRT: Better Life Maids uniform shirt, clean in appearance (no stains or discolorations) and in good condition.
- 6. BELTS:
  - a. Belts must be in belt loops.
  - b. Belts must be solid and plain
    - i. no decorative patterns or metal rivets or grommets on the belt.
- 7. HEAD GEAR:
  - a. Decorative head wraps or scarves are permitted if necessary.
  - b. No baseball caps, shower caps, or visors allowed at this time.
- 8. APPROVED COOL WEATHER GEAR:
  - a. Plain white turtleneck or plain white long-sleeved t-shirts or collared shirts under Better Life Maids shirt.
  - b. Plain white, black, or pink sweatshirt with no logo over Better Life Maids uniform shirt inside clients' homes.

## 7.3 Professional Appearance for All Team Members

- 1. PERSONAL GROOMING: Team members are expected to report to work well groomed, clean, and dressed according to the requirements of their position. If you report to work dressed or groomed inappropriately, you will not be allowed to work.
- 2. FINGERNAILS: For safety and infection control reasons, fingernails should be kept neat and tidy and of a length that does not interfere with work duties.
- 3. BODY PIERCINGS: Small facial piercings (such as studs) are allowed as long as they do not pose a safety problem. Nose, eyebrow, or ear hoops are not allowed for safety reasons. Other body piercings should not be visible.
- 4. TATTOOS: Tattoos, especially those that are offensive, profane or distracting, are to be covered by clothing or by other means as agreed upon by the team member and management.
- 5. HAIR: Hair that is longer than shoulder length should be pinned, tied or styled above the shoulders for safety reasons.
- 6. JEWELRY: Use caution in which jewelry you wear. Make sure there are no large rings, bracelets, or bangles that could cause accidental damage to any clients property.

## **7.4 Uniform and Professional Appearance Accommodation**

1. Factors which are used to determine whether dress, appearance, or grooming pose a conflict with the job or work environment include, but are not limited to:
  - a. Safety to self and/or others
  - b. Productivity or performance of tasks
  - c. Potential for damage to client or Company property
  - d. Client or co-worker complaints
2. The Company will consider accommodations of this policy for religious beliefs. Please notify the Company if you would like to request religious accommodation.

# **8 BENEFITS**

## **8.1 Team Member Benefits**

1. Better Life Maids recognizes the value of benefits to team members and their families. The company supports team members by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPDs), or contact the HR department.
2. To the extent the information provided here conflicts with the SPD or full plan document, the full plan document will control.
3. Benefits may be amended or terminated at the discretion of Better Life Maids with seven days advance written notice.
4. Full time employees are eligible for paid time off and holidays, insurance, and 401(k).

## **8.2 Paid Time Off**

1. Team members are encouraged to take their earned Paid Time Off
2. The Company reserves the right to approve when vacations are scheduled.
3. Team members are eligible for 5 days (40 Hours) of PTO time after 30 days of employment with Better Life Maids. This time is accrued per hour worked. You can carry over a maximum of 5 days to the next year
4. Team members have the opportunity to earn additional PTO hours each month for exceeding attendance and quality scores.
5. Depending upon the team member's position in the Company, paid time off can be paid out in lieu of taking paid time off.
6. Paid Time Off may be paid on the final paycheck if it is unused and two weeks notice of resignation was given.
7. Non-Exempt Management & Exempt Management employees have annual PTO accrual Policies.

## 8.3 Paid Holidays

1. You are eligible for paid holidays after being employed for 6 months and meet Attendance Policy criteria (See Section 5 Attendance and Absences).
2. You must work the scheduled blackout dates to be eligible for the paid holiday (exclusive of pre-approved vacation time).
3. The six paid holidays are those that fall on team members regularly scheduled work days:
  - a. January – New Year's Day
  - b. May – Memorial Day
  - c. July – Independence Day
  - d. September – Labor Day
  - e. November – Thanksgiving Day
  - f. December – Christmas Day

## 8.4 Religious Observances

1. Employees who need time off to observe religious practices or holidays not already scheduled by the company should speak with their supervisor.
2. Employees may be able to switch a scheduled day with another employee, take vacation time, or take off unpaid days.
3. The company will seek to reasonably accommodate individuals' religious observances.

## 8.5 Medical, Dental, and Vision Insurance

1. Full-time employees working 30 hours or more per week are eligible for insurance on the first of the month following 60 days of service.
2. To keep coverage in force, every insured employee must work a minimum of 30 hours per week.

## 8.6 401 (k) Plan

1. Better Life Maids recognizes the importance of saving for retirement and offers eligible employees a 401(k) plan.
2. Eligibility, vesting, and all other matters relating to these plans are explained in the Summary Plan Description that can be obtained from HR.

## 8.7 Workers' Compensation

1. Workers' compensation is a "no-fault" system that provides compensation for medical expenses and wage losses to employees who are injured or who become ill because of employment.
2. Better Life Maids pays the entire cost of workers' compensation insurance.
3. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.
4. The company abides by all applicable state workers' compensation laws and regulations.



5. If an employee sustains a job-related injury or illness, it is important to notify the supervisor and HR immediately. The supervisor will complete an injury report with input from the employee and return the form to the HR department. HR will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.
6. Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave, if applicable, where permitted by state and federal law.
7. In addition, employees will not be paid vacation or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the team members' salary as allowed by state law.

## 9 WORKDAY POLICIES

### 9.1 Work Schedule

1. It is your responsibility to follow the work schedule given to you by your supervisor.
2. On occasion, you may be required to work later than 5:00 PM
3. HELPING OTHER TEAMS:
  - a. If your work is completed, but there are other team members that need assistance, you are required to help when asked by the office.
  - b. Likewise, other team members will be asked to help you in similar circumstances.
  - c. Any team member who refuses to assist other team members will receive disciplinary action up to and including termination of employment.
  - d. If no help is needed by another team member, the team member's work day is complete at that time.

### 9.2 Travel

1. ROUTE DIRECTIONS:
  - a. Team members should travel to assigned clients in a timely manner and avoid excessive travel between homes.
  - b. Home-to-home directions can be found using a GPS.
  - c. If you are confused about directions or think you are lost, immediately call the office for help.
2. TRAVEL BETWEEN HOMES:
  - a. Conducting personal business during the workday is **strictly prohibited** as it takes you away from your assigned route or causes delays between scheduled homes.
    - i. Speak with your supervisor about personal needs which may cause delays and/or extra mileage.
  - b. Acceptable uses for travel time between homes include: travel to the next scheduled home, meal breaks, bathroom breaks and Company business.
  - c. Any abuse of this time will result in disciplinary action up to and including termination.

### 9.3 Damaged Property

1. Team members are expected to always practice due diligence while cleaning, but accidents can still happen.
2. If a team member breaks something, they should immediately complete a **Damage Report** (Google Form - [CLICK HERE](#) or access on the Employee Resource page). The damage report can be found in the resources section of the company mobile app.
  - a. Notify the homeowner right away if they are home. If not home leave in note.
  - b. Call the office for assistance if damage is extensive or if a large item is broken.

- c. The worst thing you can do, no matter how small the damage, is to not report it, even if it was not your fault.
  - d. Failure to report damage will result in disciplinary action up to and including termination.
- 3. If a team member notices the following they should make a note on the customer worksheet and discuss with a supervisor so the Company is not blamed for damage:
  - a. Breakage or damage already present
  - b. Excessive wear and tear already present
  - c. Deterioration caused by age
  - d. Improper assembly, construction or mounting of an item

## 9.4 Personal Cell Phones

- 1. Personal cell phones should be on while in clients' homes. Leave your phone on so that management can contact you if need be.
- 2. DO NOT ANSWER PERSONAL PHONE CALLS INSIDE CLIENTS' HOMES. All personal phone calls should be returned between homes or after the last home of the day.
- 3. Personal phone calls should be brief and to the point, and not interfere with the flow of work or the division of cleaning duties.
- 4. In case of an emergency, personal calls are to be answered only outside clients' homes in an inconspicuous place (ex: inside Better Life Maids vehicle) where your personal conversation cannot be overheard.
- 5. Clients' phones are only to be used in cases of emergency and with the client's permission if they are present.

## 9.5 Personal Items

- 1. The use of headphones or earphones is allowed if you only have one headphone or earphone in.
- 2. You may not use the client's TV, radio, stereo, computer or any other type of electronic appliance, including the microwave.
- 3. Do not bring any personal items such as handbags, wallets or purses into clients' homes. Leave these items locked in the vehicle. On a cold or rainy day, leave jackets or coats immediately inside the door you enter.

## 9.6 Thermostats

- 1. DO NOT TOUCH THE THERMOSTAT(S) IN A CLIENT'S HOME WITHOUT PRIOR APPROVAL FROM THE OFFICE STAFF.
- 2. If approval is given, the thermostat must be adjusted to authorized temperature and re-adjusted to the original setting before leaving the job site.
  - a. Call the office to verify when this is done.
- 3. Failure to comply with this policy will result in disciplinary action up to and including termination of employment and the team member being responsible for the damages caused to the client's property.

## 9.7 Bathroom Breaks

1. Please take care of bathroom needs during stops between homes.
2. If you are at an all-day job or if there is an immediate need to use the bathroom, use a bathroom that has yet to be cleaned.
3. Always clean up after yourself.

## 9.8 Company Supplies and Equipment

1. Team members understand that all supplies and equipment provided for services offered by Better Life Maids remain the exclusive property of the Company.
  - a. Team members are to use Company supplies and equipment safely and with care, remembering that when used in this way it makes everyone's job easier.
  - b. Team members are to notify supervisor or manager of low inventory of supplies or any damage or dysfunction of equipment, so it may be corrected or replaced as soon as possible.
  - c. Team members are to notify supervisor or manager of any lost supplies or equipment, so the office can help track down items.
2. The company reserves the right to deduct lost or damaged supplies from team member's pay.

## 9.9 Security

1. Report any suspicious person or events to your supervisor immediately.
2. Follow all security instructions in Maid Central (usually under Access section)
3. Make sure all doors that are supposed to be locked are locked when you leave.
4. Make sure all lights that are to be turned off are in fact off.
5. Do not let any unauthorized person into a home, even if they say they are relatives or friends of the family. Call the office for verification.
6. In some cases, you will need keys or security codes in order to access the home. You will be required to sign for all keys issued to you and you will assume full responsibility for them.
7. Protect the keys issued to you; keep the keys SECURE AND WITH YOU at the job site at all times.
8. Should the keys become lost or stolen, report it to the office immediately.

# 10 OFFICE PROCEDURES

## 10.1 Office Parking

1. Due to limited parking space, team members should pick up any needed supplies in the afternoon ONLY.
2. Team Members are encouraged to limit the number of days returning to the office for supplies to two days each week.
3. Team members are to park their vehicles in the designated parking spaces in the building parking lot.

## 10.2 Access to Business Offices

1. The business offices are restricted to managers and supervisors.
2. Due to limited space, and to reduce distracting noise while business office team members are on the phone, it is requested that team members enter the office through the basement door. If the door is locked, message managers and you will be let in.

## 10.3 Meeting Room

1. The meeting room area is for the use of all team members. You are expected to clean up after yourself and keep the area clean and looking nice.

## 10.4 Friends, Family Members and Personal Visitors

1. Please refrain from bringing friends and family members into the building during business hours.
2. Friends and family members are not allowed in the business office unless there for a specific purpose.
3. If friends or family members are dropping you off or waiting to pick you up in the afternoon, please ask them to remain outside.
  - a. Friends or family members are not allowed to wait in the meeting room without specific permission from management.
  - b. In addition, they must respect that this is a place of business, must follow Better Life Maids safety policies, and must wait quietly and speak softly.
  - c. Waiting friends and family members (especially children) are not allowed in any other part of the office unless accompanied by a team member.
4. Friends, family members and personal visitors are prohibited at job sites.
5. If the behavior of calling or waiting friends or family disrupts or interferes with business or violates any policies, disciplinary action up to and including termination may be taken against you.

# 11 PROFESSIONAL ETIQUETTE

## 11.1 Courtesy and Respect

1. You are expected to treat clients courteously and with the utmost respect always, even when faced with an irate client.
  - a. Any behavior towards the client other than courtesy and respect will often cause the problem to escalate.
  - b. If you need assistance dealing with a client, or have an issue you cannot handle, contact your supervisor or the office immediately.
2. You can't always be in a good mood, but you can always exhibit cooperative and helpful behavior and disposition towards your fellow team members and clients (See Section 1.1 Our Purpose and Core Values and Section 1.3 Better Life Maids' Code of Conduct).
  - a. We have a zero tolerance for "bad attitudes" and rude conduct towards your co-workers and clients.
  - b. Treat everyone the way you would want to be treated - with dignity, respect, understanding and compassion.
3. If at any time you feel you are not being treated with respect or courtesy by co-workers or clients, contact a supervisor or manager.
4. The following is a non-exhaustive list of some behaviors that constitute a breach of courteous behavior on the part of the team member:
  - a. Behaving in an insubordinate manner towards a supervisor or refusing a supervisor's legitimate work order;
  - b. Working in a manner that willfully obstructs or hinders other team members from completing their assigned duties;
  - c. Failing to preserve the safety of themselves and/or their fellow team members;
  - d. Releasing confidential information about the Company, its team members or its clients;
  - e. Misusing, destroying, or damaging client or Company property (or that belonging to a third party);
  - f. Fighting or gossiping.
5. As dictated by good manners and in accordance with behavior expected from professional, inaccurate and disrespectful comments about clients, team members, supervisors, managers, Better Life Maids, vendors, or companies that compete with Better Life Maids, are prohibited.
  - a. In addition, business etiquette also prescribes that team members refrain from discussing personal problems, politics, sex, earnings or religion with clients, as it is unprofessional.
  - b. Please don't comment about clients' furnishings or possessions to the clients or in the client's presence unless the comments are directly applicable to the service.
  - c. Do not talk loudly or shout questions or instructions to each other while in clients' homes.
  - d. If there is a legal or safety concern regarding any of the topics discussed in this policy, these matters are to be discussed with a Company supervisor or manager.
  - e. Nothing in this policy or any other policy is intended to prohibit you from discussing the terms and conditions of work or engaging in any conduct or activity protected by the National Labor Relations Act.
6. Civil behavior and language between Better Life Maids team members and clients is mandatory.

7. You should never take food or drink from a client's home unless CLEARLY invited to do so.
  - a. Do not assume a plate of cookies on the counter is there for you to help yourself.
  - b. When food or drink is offered you should only take a reasonable portion, not the whole thing.
  - c. Under NO circumstances are you allowed to eat in a client's home.
  - d. Do not bring your own food or drink into the client's home for any reason.
  - e. Leave food in the car and drink by the entry door so it is available for hydration.
  - f. Never use a client's appliances to warm or prepare your food.

## **11.2 Pets**

1. Team members are expected to treat all pets in a client's home with professional courtesy and care, even when the client is not home.
2. Notify the office of any unusual circumstances or behavior issues involving a client's pet.
3. Remember: in many cases your behavior towards a client's pet will dictate how the pet responds to you.

## **11.3 Communicating with Clients**

1. All team members agree to not make any promises or agreements with clients on behalf of Better Life Maids.
2. Any requests made by the client that are not within the normal scope of service should be referred to the office.

## **11.4 Special Circumstances**

1. Any concerns or special circumstances regarding the topics discussed in this section should be discussed with a supervisor.
2. Any infraction of the above rules may result in disciplinary action up to and including termination of employment.

# 12 SAFETY

## 12.1 Education and Training

1. Better Life Maids works hard to create and maintain a safe and healthy workplace environment by developing and implementing safety rules and regulations.
2. The Company educates and trains team members on the hazards of the workplace and the proper, safe method to perform job tasks through **Better Life Maids' Health and Safety Manual**.
3. Team members shall devote their full skill and attention to the performance of their job responsibilities utilizing the highest standard of care and good judgment.
  - a. Team members will follow all safety rules and regulations as listed in the Health and Safety Manual at all times including the use of protective clothing, devices, or equipment.
  - b. Team members are expected to attend all morning meetings, which will include updated safety information or take steps to acquire the content of any meetings missed.
  - c. Team members are expected to follow commands or directions of training and supervisors.
4. Safety procedures and regulations will be issued or modified from time to time and shall be effective immediately.
5. Procedure and regulation updates will be shared via slack and updated in the **Better Life Maids' Health & Safety Manual**.

## 12.2 Personal Protective Equipment

1. While training and working, safety equipment must be worn for your protection.
2. Personal protective equipment (PPE) is provided by Better Life Maids for your safety and use.
3. This includes protective gloves among other equipment.
4. You are responsible for making sure these items are included in the equipment set you are assigned and in good condition each day.

## 12.3 On the Job Injury

1. Better Life Maids is concerned about your safety, and reporting an injury promptly will help ensure proper treatment is received.
2. All job-related injuries or illnesses are to be reported to your supervisor immediately, regardless of severity. In the case of a serious injury, a team member's reporting obligation will be deferred until circumstances reasonably permit a report to be made.
3. If medical attention is necessary, you must receive medical attention through a physician or medical facility approved through Better Life Maids' workers compensation policy, otherwise you will be responsible for paying all health care provider fees.
4. Failure to report an injury or illness may preclude or delay the payment of any benefits to the team member and could subject Better Life Maids to fines and penalties.



## 12.4 Allergies/Colds

1. If you have a condition, whether chronic or temporary, which makes you cough or sneeze repeatedly throughout the day (ex: cold, seasonal allergy, etc.), but are healthy enough to work, you must wear a dust mask to prevent your coughing, sneezing, and sniffing from affecting clients and other team members (See Section 5.2 Call-Out Procedure).

## 12.5 Safety Violations

1. Team members may be disciplined for violations of Company safety policies up to and including termination of employment.

## 12.6 Drug-Free and Alcohol-Free Workplace

1. This policy requires that all individuals on Company premises or while representing Better Life Maids conduct themselves in a professional manner consistent with good business practices and conform with drug-free and alcohol-free principles and standards in order to provide a safe environment.
2. What is Covered:
  - a. This policy follows pertinent federal and state laws and covers actions by or against Better Life Maids' team members, vendors, clients, or other members of the public you are in contact with during the working day and/or on Better Life Maids premises. The working day is defined as the time you check in until the time you check out.
  - b. Alcohol and/or illicit drugs will not be consumed during the working day.
  - c. Alcoholic beverages, illegal drugs and weapons will not be carried in Better Life Maids' vehicles or personal vehicles used for Better Life Maids' business.
  - d. A team member coming to work smelling of alcohol or exhibiting behavior consistent with drug or alcohol use will not be allowed to work.
  - e. Use, possession, solicitation for, or sale of alcohol, illegal drugs/substances, and/or prescription medications not prescribed for your personal use while in the performance of normal work assignments and/or on Company property are prohibited and may result in disciplinary action up to and including termination of employment. Local law enforcement authorities will be notified.
  - f. As a result of an accident, damage to, or loss of property (whether it belongs to Better Life Maids, a client, or a third party), team members may be required to submit to drug or alcohol testing. Refusal to submit to such testing may result in disciplinary action up to and including termination of employment.
3. Responsibility:
  - a. Better Life Maids team members are responsible for notifying their immediate supervisor (or next available manager) of alcohol use, illegal drug use or solicitation, or have been told that another person has witnessed or received.
  - b. Team members should report any behavior witnessed that is regarded as against Company policy, illegal, threatening, or violent when that behavior is job related, might be

carried out during the working day, or is connected with Company employment or on Company premises.

- c. Once reported, Better Life Maids will start an investigation into alleged misbehavior.
- d. Confidentiality will be maintained through the investigative process to the extent consistent with adequate investigative and appropriate corrective action.
- e. Reprisals against reporting team members are prohibited.
- f. If the team member is involved in a second allegation within a year, the team member will be terminated.

#### 4. Substance Abuse

- a. Better Life Maids recognizes that individuals use substances such as alcohol and drugs, sometimes to an extent that their abilities and senses are impaired.
- b. Our position regarding substance abuse is the same whether alcohol, marijuana and other illegal drugs, prescription drugs, or controlled substances are involved.
- c. This policy is implemented because we believe that the impairment of any Better Life Maids team member due to his or her use of any substances is likely to result in injury to other team members, the impaired team member, or to third parties, such as clients or business guests.
- d. Moreover, substance abuse adversely affects team member morale, goal setting, and productivity.
- e. "Impairment" or "being impaired" means that a team member's normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of substances.
- f. The team member who begins work while impaired or who becomes impaired while at work is guilty of a major violation of Better Life Maids' rules and is subject to severe disciplinary action.
- g. Severe disciplinary action can include suspension, termination, or any other penalty appropriate under the circumstances.
- h. The use, possession, transfer, or sale of any substance on Company premises or in any Company parking lot, storage area, vehicle, or job site is prohibited.
  - i. Violations are subject to severe disciplinary action. In all instances, disciplinary actions to be administered shall be at the sole discretion and determination of Better Life Maids.
- i. Team members who are taking prescription drugs shall report this to management. This is for the protection of the team member and for safety purposes in case the medication interferes with safe driving, the team member has an adverse reaction to the drug while at work, or so the team member is not falsely accused of taking an illegal substance.
- j. When a team member is involved in the use, possession, transfer, or sale of a substance in violation of this policy, the Company may notify appropriate authorities. Better Life Maids is aware that substance abuse is a complex health problem that has both physical impact and an emotional impact on the team member, his or her family, and social relationships.
- k. A substance abuser is a person who uses substances, as defined above, for non-medical reasons, and this use detrimentally affects job performance or interferes with normal social adjustments at work. Substance abuse is both a management and a medical problem.
- l. Any team member who suspects a substance abuse case should discuss the situation immediately with management.

- m. Because each case is different, the handling and referral to the case must be coordinated with the supervisor and office manager.
  - n. Better Life Maids reserves the right to request team members submit to drug testing:
    - i. As a condition of continued employment
    - ii. Upon reasonable suspicion
    - iii. Following any accident that caused a reportable injury or more than \$100.00 property damage.
  - o. Better Life Maids reserves the right to choose the type of testing and testing facility.
  - p. Team members may be terminated for their refusal to submit to testing or who test positive for drugs or alcohol.
  - q. Team members will be terminated for misconduct and denied unemployment benefits.
5. Alcohol Abuse
- a. Management has chosen to adopt an alcoholic beverage policy in keeping with the concern for and risks associated with alcohol use.
  - b. Alcoholic beverages shall not be served or used on Better Life Maids premises at any time.
  - c. Alcoholic beverages have no part in and shall not be used in conjunction with any Company function.
6. Drug Testing
- a. Team members may be asked to submit to a drug/alcohol test if the Company believes that their ability to perform work safely or effectively may be impaired.
  - b. Prospective team members will be required to submit to a drug test once a conditional offer of employment has been extended and accepted.
    - i. An offer of employment by the Company is on the prospective team member testing negative for illegal substances.
  - c. Team members will be required to submit to a drug/alcohol test after any accident in which the team member seeks medical attention beyond simple first aid.
  - d. Team members may be required to submit to drug/alcohol testing on a random basis.
  - e. Additional testing may also be conducted as required by applicable state or federal laws, rules, or regulations or as deemed necessary by the Company.
  - f. Before being required to submit to a drug test, the team must sign a written notice of a request for test and authorization and acknowledgement confirming they are aware of the policy and of their rights
7. Confidentiality
- a. Better Life Maids is concerned with its team members' privacy, especially when matters regarding medical and personal information are involved.
  - b. As long as the information is not needed for police or security purposes, the Company shall maintain team member medical and personal information in confidence and release this information to authorized Company personnel on a "need to know" basis.
  - c. An exception to this policy is when the team member signs a release for the transfer of such information on forms acceptable to the Company to designated persons or agencies.
8. Searches
- a. To ensure that illegal drugs, alcohol and weapons do not enter or affect the workplace, the Company reserves the right to search all vehicles, containers, desks, work spaces, or other items on Company property in furtherance of this policy.
  - b. Individuals may be requested to display personal property for visual inspection upon request by the Company.

- c. Failure to consent to a search or display personal property for visual inspection will be grounds for discharge or denial of access to the Company's premises.
- 9. Violations
  - a. Nothing contained in this section shall eliminate or modify the Company's right to terminate any team member at any time for any reason.
  - b. Violation of any of the above policies may result in disciplinary action up to and including termination of employment.

## 12.7 Workplace Violence Prevention

1. Better Life Maids is committed to providing a safe, violence-free workplace for our team members.
2. Due to this commitment, we discourage team members from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner.
3. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated.
  - a. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation.
4. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.
5. All Better Life Maids team members bear the responsibility of keeping our work environment free from violence or potential violence.
6. Any team member who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or HR department.
7. All threats will be promptly investigated.
  - a. No team member will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.
8. Any individual engaging in violence against the company, its team members, or its property will be prosecuted to the full extent of the law.
  - a. All acts will be investigated, and the appropriate action will be taken.
  - b. Any such act or threatening behavior may result in disciplinary action up to and including termination.
9. Better Life Maids prohibits the possession of weapons on its property at all times, including our parking lots or company vehicles.
  - a. Additionally, while on duty, employees may not carry a weapon of any type.
  - b. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocket knives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.
10. The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property.

11. In addition, Better Life Maids may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all company property and other items that are in violation of company rules and policies

## 12.8 Smoking

1. "Smoking" includes the use of any tobacco products, electronic smoking devices, and e-cigarettes containing nicotine cartridges.
2. Smoking is only permitted during break times in designated outdoor areas.
3. Smoking is prohibited in:
  - a. Better Life Maids' building or on company property
  - b. Better Life Maids' vehicles
  - c. Clients' homes and in the vicinity of client homes
4. Always use appropriate receptacles to discard cigarette butts.
  - a. Do not leave cigarette butts in the driveway, street or yard when you are at a client's house or in the parking lot of a client's apartment or condo complex.
  - b. Do not throw your cigarette butts on the ground or put cigarettes out near building entrances or in parking lots.
5. Ignoring these policies will result in disciplinary actions up to and including termination of employment.

## 12.9 Distracted Driving

1. The purpose of this policy is to increase employee safety and eliminate unnecessary risks behind the wheel.
2. The following rules apply to any employee operating a company vehicle or using a company issued cell phone or tablet while operating a personal vehicle:
  - a. Company employees may not use a hand-held cell phone while operating a vehicle – whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to:
    - i. Answering or making phone calls,
    - ii. Engaging in phone conversations, and
    - iii. Reading or responding to emails, instant messages, and text messages.
  - b. If company employees who are driving need to use their phones, they must safely pull over to the side of the road or another location.
  - c. Additionally, company employees who are driving are required to do the following:
    - i. Turn cellphones off or put them on silent or vibrate before starting the vehicle.
    - ii. Consider modifying voicemail greetings to indicate that you are unavailable to answer calls or return messages while driving.
    - iii. Inform clients, associates and business partners of this policy as an explanation of why calls may not be returned immediately.
3. Failure to follow this policy will result in disciplinary action up to and including termination of employment.
4. You should follow these procedures to avoid distracted driving:
  - a. Follow all applicable state and local laws that address the use of cell phones and other mobile devices while driving.

- b. Avoid using your cell phone while driving, and do not use it as a hand-held device. Find a safe place to pull over to make or receive phone calls, send or receive text messages, or manipulate navigation apps.
- c. Program your destination into navigation apps or GPS devices before you start driving.
- d. Do not read or respond to text messages or e-mail or browse social media or the Internet while driving.
- e. Be aware of distractions from in-car “infotainment” systems. Just because they are built into the vehicle does not mean they do not create a hazardous distraction.

## **12.10      Safety Resources**

- 1. Occupational Safety and Health Administration ([www.osha.gov](http://www.osha.gov))
- 2. Better Life Maids’ Health and Safety Manual

# 13 ETHICS

## 13.1 Allegations of Theft

1. Theft is defined as any stealing, use, or misuse of a client's or an employer's assets. Theft is not always tangible.
  - a. Theft of time occurs when a team member is paid for time that they did not work. This includes but is not limited to:
    - i. Falsifying time keeping records for yourself or someone else;
    - ii. Not working while on the job or while team members are still working to finish cleaning a house.
  - b. Theft of money, supplies, any Company or client property includes but is not limited to:
    - i. Supplies, equipment, money, jewelry, or any other property from a client, coworker or employer;
    - ii. Knowledge of theft perpetrated by a team member(s).
  - c. Theft of information, including;
    - i. Sensitive Company information;
    - ii. Any client information.
  - d. If you witness or suspect theft, find a secure location and call your manager immediately. Don't wait until returning to the office to report theft if you are suspicious.
  - e. Non-compliance with this policy will result in discipline up to and including termination of employment.
2. We employ honest people and you assured us upon hire that you were someone who could be trusted.
3. To keep any notion of impropriety away, make sure you are conducting yourself in an ethical manner at all times:
  - a. Better Life Maids does not tolerate any form of theft by team members.
    - i. Any allegation of theft will be dealt with promptly and confidentially.
    - ii. Our objectives are to see that our client recovers all missing property and that the perpetrator is punished to the fullest extent of the law.
  - b. Once an allegation of theft has been made the team member will be interviewed.
    - i. If the theft allegation is not resolved by Better Life Maids, we will encourage the client to file a police report.
    - ii. Better Life Maids will cooperate fully with the police and will expect every team member who serviced the home during the period of the alleged theft to fully cooperate also, including submitting to police interviews and/or polygraph tests.
    - iii. If the police are unable to prove a team member is guilty of theft, Better Life Maids still reserves the right to prescribe disciplinary action.
  - c. The disciplinary action is prescribed on a case by case basis.
  - d. Better Life Maids also reserves the right to search any personal belongings or vehicles.
  - e. If the team member is involved in a second allegation within a year, the team member will be terminated.

## **13.2 Investigations of Current Team Members**

1. The Company may occasionally find it necessary to investigate current team members.
2. Investigations of team members may, where appropriate, include credit reports and investigations of criminal records.
3. In the event that a consumer report is obtained, the Company will comply with the federal Fair Credit Reporting Act and applicable state laws, including providing the associate with any required notices and forms.
4. Team members subject to investigation are required to cooperate with the Company's lawful efforts to obtain relevant information and may be disciplined up to and including termination for failure to do so.



## Employee Policy Manual Receipt Acknowledgement

The employee policy manual describes important information about Better Life Maids, and I understand that I should consult human resources regarding any questions not answered in the manual. I have entered into my employment relationship with Better Life Maids voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or Better Life Maids can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I understand and agree that no manager, supervisor, or representative of Better Life Maids has any authority to enter into any agreement for employment other than at-will.

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with Better Life Maids. By distributing this manual, Better Life Maids expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by Better Life Maids, and the company reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand and agree that nothing in the employee handbook creates, or is intended to create, a promise or representation of continued employment and that employment at Better Life Maids is employment at-will, which may be terminated at the will of either Better Life Maids or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by Better Life Maids or myself.

I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Name (please print): \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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