

Benni Sack Housekeeping
EMPLOYEE HANDBOOK

INTRODUCTION

WELCOME!

On behalf of your colleagues, I welcome you to Benni Sack Housekeeping and wish you every success here.

We believe that each employee contributes directly to Benni Sack Housekeeping' growth and success, and we hope you will take pride in being a member of our team.

This Employee Handbook was developed to describe some of the expectations of our employees and to outline the policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the content of the Employee Handbook as soon as possible, as it should answer many questions related to your employment with *Benni Sack Housekeeping*.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Benni Sack
Founder and COO

ORGANIZATION DESCRIPTION

We are a residential house cleaning service based solely in Seattle, WA

Our office is located at 10466 17th Ave S, Seattle, WA 98168

This business started in 2006 as a small, home based business and operates much the same way today – family serving families.

We are a limited liability corporation, incorporated as a S-Corp, with corporate officers Jennifer, “Benni” Sack as founder and CEO, and Pax Adair as Partner and COO.

As managers, we like to model the behavior of our favorite bosses. I want everyone who works with me to feel like they have a stake in the business' success, and that their contribution is the basis of our entire business.

Our goal is to keep our small feel while growing so we can help more people experience how awesome we are!

PURPOSE OF EMPLOYEE HANDBOOK

This Employee Handbook is designed to acquaint you with Benni Sack Housekeeping and to provide you with information about working conditions, employee benefits and some of the policies, rules and procedures affecting your employment. You should read, understand and follow the policies, rules and procedures described in this Employee Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by Benni Sack Housekeeping to benefit you as an employee.

While every attempt has been made to create these policies consistent with federal and state law, if an inconsistency arises, the policy(ies) will be enforced consistent with the applicable law.

No Employee Handbook can anticipate every circumstance or question about company policy. Benni Sack Housekeeping has prepared this Employee Handbook for informational purposes only. None of the statements, policies, procedures or rules contained in this handbook constitutes a guarantee of employment, a guarantee of any other rights or benefits or a contract of employment, express or implied. Benni Sack Housekeeping reserves the right to revise, change, supplement or eliminate any policies or portion or provisions set forth in this Employee Handbook at any time with or without notice, except for the rights of the parties to terminate employment at will, which may be modified only by an express written agreement signed by the employee and the President of Benni Sack Housekeeping. This handbook supersedes all previous handbooks, statements, policies, procedures and rules given to employees, whether verbal or written.

I. EMPLOYMENT

Employment At-Will

Your employment with Benni Sack Housekeeping is considered to be “at-will” which means that it is for an unspecified period of time and either you or the company may end the relationship at any time for any reason, with or without notice or cause. Nothing contained in the company’s Employee Handbook or in any oral or written statement shall change your employment at-will status or otherwise limit the right to terminate employment at will. Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between Benni Sack Housekeeping and any of its employees. No manager or employee of Benni Sack Housekeeping shall have the authority to enter into an employment agreement--express or implied--with any employee providing for employment other than at-will.

This policy of at-will employment defines the sole and entire relationship between you and Benni Sack Housekeeping as to the duration of your employment and the circumstances under which your employment may be terminated.

With the exception of this employment at-will policy, the terms and conditions of your employment with Benni Sack Housekeeping may be modified, changed or revoked at the sole discretion of the company for any reason at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy, or practice. Examples of the types of terms and conditions of employment that are within the sole discretion of the company include, but are not limited to, the following: promotion, demotion, transfers, hiring decisions, compensation, benefits, qualifications, discipline, layoff or recall, rules, hours and schedules, work assignments, job duties and responsibilities, production standards, subcontracting, reduction, cessation, or expansion of operations, sale, relocation, merger, or consolidation of operations, determinations concerning the use of equipment, methods, or facilities, or any other terms and conditions that the company may determine to be necessary for the safe, efficient, and economic operation of its business.

Equal Employment Opportunity

Benni Sack Housekeeping maintains a continuing policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, religion, sex, national origin, age, physical or mental disability, veteran status, genetic information or any other protected status. This applies to both Benni Sack Housekeeping employees and applicants for employment with the Company.

In keeping with this policy, Benni Sack Housekeeping does not discriminate against any person because of race, color, religion, sex, national origin, disability, age, veteran status, genetic information or any other characteristic protected by federal, state or local law. This nondiscrimination policy extends to all terms, conditions and privileges of employment as well as all employment actions, including but not limited to recruiting, hiring, promotions, compensation, training, benefits and termination of employment.

Employee Relations

Benni Sack Housekeeping believes that the work conditions and wages, it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Benni Sack Housekeeping amply demonstrates its commitment to employees by responding effectively to employee concerns.

Employment Classifications

Benni Sack Housekeeping has established certain employment classifications so that employees understand their employment status and benefit eligibility. These classifications have been established in accordance with applicable federal and state law. Nothing in this policy shall be construed to limit or change the Company's employment at-will policy. All employment with Benni Sack Housekeeping is for an unspecified time and the right to terminate the employment relationship at will, at any time, with or without cause or notice is retained by both the employee and the Company.

- 1) Every employee is designated as either **exempt** or **non-exempt**.
 - a) **Exempt employees** are those who are exempt from federal and state overtime laws and generally are paid a fixed amount of compensation that does not vary based on the number of hours worked.
 - b) **Non-exempt employees** are those who are entitled to overtime pay in accordance with applicable federal and state overtime provisions. For all hours worked in excess of **40 hours** in one week, non-exempt employees will be paid at one and one-half times the employee's regular rate of pay.
- 2) In addition, every employee will be further classified as either regular full-time, regular part-time, temporary, or salaried.
 - a) **Regular full-time** employees are those who are not in a temporary status and who are regularly scheduled to work at least 40 (forty) hours per week.
 - b) **Regular part-time** employees are those who are not in a temporary status and who are regularly schedule to work less than 40 (forty) hours per week. Regular part-time employees receive all legally mandated benefits (such as employer-paid social security contributions and workers' compensation insurance). *All our current employees fall into this category at present.*
 - c) **Temporary** employees are those who are hired directly by Benni Sack Housekeeping for a limited time to supplement the work force or to assist in the completion of a specific project. Employment beyond any initially stated period does not in any way constitute or imply a change in employment classification. Temporary employees retain that status, unless and until notified of a change by the Company. Temporary employees may or may not be paid directly by Benni Sack Housekeeping.

- d) **Salaried** employees are those who work Full-time for the company and have a stake in the company. They enjoy profit sharing from the business and manage the crew and operations for the business.

Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Benni Sack Housekeeping uses this period to evaluate employee capabilities, work habits and overall performance. Either the employee or the Company may terminate the employment relationship during or after the introductory period, with or without notice or cause.

All new and rehired employees will work on an introductory basis for the first 60 calendar days after their date of hire. Any significant absence from work during that period will automatically extend the introductory period by the length of the absence. If Benni Sack Housekeeping determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended in the company's sole discretion for a specified period of time.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification. However, completion of the introductory period and status as a "regular" employee in no way changes the at-will employment relationship in which both the employee and the company may terminate employment at any time, with or without notice or cause.

Personnel Data Changes

It is the responsibility of each employee to promptly notify Benni Sack Housekeeping of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Human Resources Department (Benni Sack).

Access to Personnel Files

Benni Sack Housekeeping maintains a personnel file on each employee. The personnel file generally includes the employee's job application, resume, training records, documentation of performance appraisals, wage and salary information and other employment records.

Personnel files are the property of Benni Sack Housekeeping and employment information contained in the files is considered confidential. Access to the information contained in the company's personnel files is restricted to those with a need to access such information. Generally, only supervisors, managers and human resource representatives with a legitimate reason to review information in a file are allowed to do so.

With reasonable advance notice, employees may review their own personnel files in the company's offices and may request copies of documents contained in their file pursuant to applicable state and

local laws. Please contact human resources (Benni) to arrange a mutually convenient time to review your file.

II. BENEFITS AND LEAVES OF ABSENCE

Employee Holidays and Additional Employee Support:

Holidays

Benni Sack Housekeeping currently observes the following holidays:

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

Holidays are not paid – we will move scheduled work around the days off. If a holiday falls on a weekend there will not be a makeup day unless expressly authorized by Benni Sack Housekeeping.

If eligible non-exempt employees work on a recognized holiday, they will receive holiday pay in addition to the straight-time wages earned for the hours worked on the holiday (total pay = 1.5 times normal rate).

Religious Holidays

Benni Sack Housekeeping will attempt to accommodate employee requests to observe religious holidays. Employees may request unpaid time off from work for the observance of religious holidays by notifying his or her immediate supervisor at least ten (10) days in advance of the required time off.

Sick Leave

If an employee will not be coming into work because of illness or injury or a medical urgency or emergency, **he or she must notify his or her supervisor or manager at least one hour prior to the start of his or her shift, and we expect to hear from you as soon as you are aware of your need for a sub.** If an employee becomes sick during the workday, he or she must as soon as possible, notify his or her manager or supervisor before leaving the work site. Failure to notify one's supervisor or manager as stated herein may result in disciplinary action, up to and including termination. Employees absent more than five (5) consecutive days due to their own illness or injury must apply for a medical leave of absence, if eligible.

Benni Sack Housekeeping reserves the right to require a satisfactory statement of a health care provider whenever an employee misses work due to an illness or injury. The employee may be asked to provide a physician's statement that verifies that an illness or injury existed, its beginning and ending dates, and the employee's ability to return to work. When requested, such verifications and releases may be a condition to receiving sick leave benefits and returning to work. Although a physician's statement normally will not be requested for absences of three working days or less,

Benni Sack Housekeeping may request such a statement in situations where it determines that a physician's statement is warranted.

Jury Duty

All regular full-time and regular part-time employees shall be allowed to attend jury duty service in accordance with their legal obligations to do so.

An employee who receives a jury duty summons shall present the summons to his or her supervisor immediately. Employees on jury duty must report to work on days or parts of days when they are not required to serve. If an employee does not return to work immediately after an approved leave for jury duty, Benni Sack Housekeeping will assume that the employee has voluntarily resigned his or her position with Benni Sack Housekeeping.

Jury duty may or may not be paid in compliance with federal and state requirements. If paid, jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence.

Witness Duty

Any employee subpoenaed to appear in court as a witness shall be allowed to take time off from work without pay in order to appear. An employee who is required to appear in court must present the subpoena to his or her supervisor as soon as possible. The employee is expected to report for work whenever the court schedule permits.

Voting

Benni Sack Housekeeping encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are expected to find time to vote either before or after their regular work schedule. However, if employees are unable to vote in an election during their nonworking hours, Benni Sack Housekeeping will grant up to 3 hours of unpaid time off to vote.

Employees should request time off to vote from their supervisor at least seven working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift; whichever provides the least disruption to the normal work schedule.

Workers' Compensation Insurance

Benni Sack Housekeeping provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither Benni Sack Housekeeping nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by Benni Sack Housekeeping.

Medical Leave *(When FMLA is not applicable)*

All regular full-time employees who have completed their introductory periods are eligible to take an unpaid medical leave of absence for up to thirty (30) days, at the discretion of Benni Sack Housekeeping. A request for a medical leave of absence must be submitted on a Leave of Absence Request form. All requests for a medical leave of absence must be accompanied by a statement from the employee's health care provider indicating the need for the medical leave and the expected return to work date. All medical leaves of absence must be approved in advance by the employee's supervisor or manager and Human Resources. Medical leaves for more than thirty (30) days may be granted at the sole discretion of the company.

A request for a medical leave of absence will be considered on the basis of the employee's length of service, performance, responsibility level, the reason for the leave, whether other individuals are already out on leave, and the expected impact of the leave on the company's operations.

The period of time during which an employee is on a medical leave of absence is unpaid and will not be considered time worked for purposes of determining eligibility for, or the amount of, certain benefits, such as vacation and sick time. When an employee returns from a leave of absence, the eligibility and accrual dates for such benefits will be adjusted forward to reflect the period of the leave. If a paid holiday falls during the period an employee is on a leave of absence, the employee will not be eligible for the holiday pay.

Except as required by law, Benni Sack Housekeeping cannot guarantee an employee's position will be open when he or she returns from the leave of absence. If an employee's former position is unavailable when he or she is ready to return to work from an approved leave, reasonable efforts will be made to place the employee in a comparable position for which he or she is qualified. An employee who does not accept the position offered will be considered to have voluntarily terminated his or her employment with Benni Sack Housekeeping, effective the day such refusal is made.

If an employee does not return to work immediately after an approved medical leave or fails to contact the company to request an extension of the leave, Benni Sack Housekeeping will assume that the employee has voluntarily resigned his or her position with the company. Employees who resign in this manner are not eligible for rehire.

Personal Leave of Absence

All regular full-time employees who have completed their introductory period are eligible to take an unpaid personal leave of absence of up to thirty (30) days, at the discretion of Benni Sack Housekeeping. Employees who have completed their introductory period, but who have not yet met the eligibility requirements for Family and Medical Leave, may request to take personal leave for family care. All requests for personal leaves of absence must be submitted on a Leave of Absence Request form. Approval of the employee's supervisor or manager and Human Resources must be

obtained for all personal leaves. Requests for personal leaves of absence will be considered on the basis of the employee's length of service, performance, responsibility level, reason for the leave, whether other individuals are already out on leave, operational requirements and the expected impact of the leave on Benni Sack Housekeeping. Personal leaves beyond thirty (30) days may be granted at the discretion Benni Sack Housekeeping with the approval of the manager of the department in which the employee works and the Director of Human Resources.

If an employee does not return to work immediately after an approved personal leave and fails to contact the Company regarding the extended absence, Benni Sack Housekeeping will assume that the employee has voluntarily resigned his or her position with Benni Sack Housekeeping. Employees who resign in this manner are not likely to be eligible for rehire.

The period of time during which an employee is on leave of absence is not considered time worked for purposes of determining eligibility for, or the amount of, certain benefits, such as vacation and sick time. When an employee returns from a leave of absence, the eligibility and accrual dates for such benefits will be adjusted forward to reflect the period of the leave. If a paid holiday falls during the period an employee is on leave of absence, the employee will not be eligible for the holiday pay and forfeits the holiday.

Except as required by law, Benni Sack Housekeeping cannot guarantee an employee's position will be open when he or she returns from his or her leave of absence. If an employee's former position is unavailable when he or she is ready to return from an approved leave, reasonable effort will be made to place the employee in a comparable position for which he or she is qualified. An employee who does not accept the position offered will be considered to have voluntarily terminated his or her employment with Benni Sack Housekeeping, effective the day such refusal is made.

Military Service Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

Employees will receive partial pay for two-week training assignments and shorter absences. Upon presentation of satisfactory military pay verification data, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Vacation, sick leave, and holiday benefits will continue to accrue during a military leave of absence of no more than 2 weeks.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

III. COMPENSATION

Time-keeping System

Your work time with Benni Sack Housekeeping starts with you the employee verifying that your work schedule as posted to the company calendar is noted accurately. You will be paid for time on the job as posted on the calendar, plus any tips and bonuses that are posted on the calendar. If something on the calendar does not appear to be noted accurately, it is the responsibility of the employee to contact your supervisor immediately with the potential discrepancy.

Non-exempt employees should accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. **Overtime work must always be approved before it is performed.**

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Non-exempt employees should report to work no more than 5 minutes prior to their scheduled starting time nor stay more than 5 minutes after their scheduled stop time without express, prior authorization from their supervisor.

It is each employee's responsibility to certify the accuracy of all time recorded. Your supervisor will review the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes.

Pay Schedule/Paydays

All employees are paid biweekly on every other Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Electronic bank payment via Direct Deposit is the preferred payroll method for Benni Sack Housekeeping. Employees will receive an itemized statement of wages via email when the Company makes direct deposits.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his or her return from vacation unless you sign up for direct deposit. You are **HIGHLY ENCOURAGED** to participate in direct deposit. We do not deliver or mail checks unless specifically requested.

Pay Corrections

Benni Sack Housekeeping takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of their supervisor so that corrections can be made as quickly as possible.

Direct Deposit

Electronic bank payment via Direct Deposit is the preferred payroll method for Benni Sack Housekeeping. Employees will receive an itemized statement of wages via email when the Company makes direct deposits.

Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive a supervisor's prior authorization.

Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off for sick leave,

vacation leave, holiday, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

IV. WORK CONDITIONS & HOURS

Hours of operation/Work Schedules/Flextime

The normal work schedule for all employees is posted on our online calendar the Saturday before a scheduled and are worked Monday through Friday unless otherwise notified. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, Benni Sack Housekeeping has established a workplace safety program. This program is a top priority for Benni Sack Housekeeping. Benni Housekeeping, LLC has the responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

Benni Sack Housekeeping provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. Benni Sack Housekeeping, LLC will assist in these activities and to facilitate effective communication between employees and management about workplace safety and health issues. Employees will receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of a member of the safety advisory group. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees **MUST** immediately notify Benni Sack or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Guns and Weapons in the Workplace

Benni Sack Housekeeping strictly prohibits employees from bringing any guns, licensed or unlicensed, knives, or other weapons onto any company premises or onto any client Property.

In order to promote a safe, productive, and efficient workplace, Benni Sack Housekeeping reserves the right to inspect any articles and property in an employee's possession or on an employee's person, to detect guns or other weapons. Benni Sack Housekeeping also reserves the right to inspect lockers, desks, company vehicles, personal vehicles on company property, packages, lunch boxes, backpacks, purses, containers, articles of clothing, and other objects brought onto company or client property that might conceal guns or other weapons.

Violation of this policy will result in disciplinary action, up to and including termination.

Workplace Violence Prevention

Benni Sack Housekeeping strives to maintain a productive work environment free of violence and the threat of violence. We are committed to the safety of our employees, vendors, customers and visitors.

Benni Sack Housekeeping does not tolerate any type of workplace violence committed by or against employees. Any threats or acts of violence against an employee, vendor customer, visitor or property will not be tolerated. Any employee who threatens violence or acts in a violent manner while on company premises or during working hours will be subject to disciplinary action, up to and including termination. Where appropriate, Benni Sack Housekeeping will report violent incidents to local law enforcement authorities.

A violent act or threat of violence is defined as any direct or indirect action or behavior that could be interpreted, in light of known facts, circumstances and information, by a reasonable person, as indicating the potential for or intent to harm, endanger or inflict pain or injury on any person or property.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of our work facility. In the event that such an emergency occurs during nonworking hours, the company will contact the employees as able. In addition, employees may call *Benni Sack or their supervisor directly*.

When the decision to close is made AFTER the workday has begun, employees will receive official notification from their immediate supervisor. When the decision to close is made BEFORE the workday has begun, time off from scheduled work will be unpaid. All pay is based on time on the job.

Visitors in the Workplace

To provide for the safety and security of employees, only employees of Benni Sack Housekeeping Service, LLC, and the home occupants and the occupant's guests are allowed on the job site while we

are cleaning. Please let your potential visitors on the job know that they are not allowed in the home that you are cleaning.

If an unauthorized individual is observed on Benni Sack Housekeeping premises or on the job site while you are working, employees should immediately notify their supervisor or, if necessary, direct the individual to Benni Sack directly.

V. EMPLOYEE CONDUCT AND DISCIPLINE

General Standards of Conduct

General standards of conduct exist to ensure orderly operation and provide the best possible work environment. Failure to abide by these rules may result in disciplinary action, up to and including termination.

Benni Sack Housekeeping's standards include the following:

- Always strive for professional excellence
- Understand and support Benni Sack Housekeeping's mission and overall direction
 - Provide superior service to all customers and employees
 - Be flexible, innovative, and responsive to change
 - Manage human and financial resources wisely
 - Be a team player; help others succeed
 - Encourage open communication throughout the company
 - Treat all individuals with dignity and respect
- Take pride in Benni Sack Housekeeping and your role in our collective success

Some examples of infractions that may result in disciplinary action, up to and including termination are listed below. This is list not all-inclusive, and other conduct not listed below may also result in disciplinary action, up to and including termination.

- Dishonesty, theft, or embezzlement
- Falsification of documents (*e.g.*, employment applications, time sheets)
- Referring business to a direct competitor of Benni Sack Housekeeping
 - Disclosing confidential information to a competitor
- Holding a second job which is in conflict with a current position at Benni Sack Housekeeping
 - Unauthorized possession of Company records
- Refusal to perform work as required, or any other act perceived as insubordination
 - Use of profanity
- Use or distribution of illegal substances while on the job, or use of any controlled substance while on the job
- Unauthorized consumption of alcohol on Company premises or during working hours
 - Conduct that may cause injury to persons or damage to property
 - Sleeping on the job
 - Harassment
 - Sexual harassment
 - Illegal discrimination
- Updating social media or emailing from your handheld device while working for the customers
 - Unauthorized presence on Company premises while off duty

- Misuse of Company facilities, equipment, or other property
 - Threats
- Fighting, whether physical or verbal

Attendance and Punctuality

Employees are expected to be at work when scheduled and to arrive on time. All employees are required to be prepared to start their assigned tasks at the beginning of their scheduled work shifts. Employees are also required to return on time from their scheduled meal periods and breaks.

In those rare instances when you cannot avoid being late to work or are unable to work as scheduled, you must notify your supervisor as soon as possible (for absences, preferably at least one hour prior to the start of your shift). If you become sick during the work day, you must notify your supervisor before leaving the work site. Failure to notify your supervisor may result in disciplinary action, up to and including termination.

Benni Sack Housekeeping reserves the right to require a statement by a health care provider whenever an employee misses work due to an illness or injury. Such verification may be a condition of returning to work. Although a physician's statement normally will not be requested for absences of three (3) working days or less, Benni Sack Housekeeping may request such a statement in situations where it determines that a physician's statement is warranted.

Failure to show up for work along with failure to notify your supervisor will result in an absence being classified as a "No Call/No Show." Any "No Call/No Show" is a serious violation of company attendance guidelines and may result in disciplinary action, up to and including termination.

Poor attendance and excessive tardiness are disruptive to Benni Sack Housekeeping's business operations. Excessive absenteeism and/or tardiness may result in disciplinary action, up to and including termination.

Business Ethics and Conduct

The successful business operation and reputation of Benni Sack Housekeeping is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of Benni Sack Housekeeping is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Benni Sack Housekeeping, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

Benni Sack Housekeeping will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of

action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Benni Sack Housekeeping employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Alcohol

Employees are prohibited from using or being under the influence of alcohol while performing company business for Benni Sack Housekeeping, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite.

Illegal Drugs

Benni Sack Housekeeping employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in Benni Sack Housekeeping facilities, while operating a motor vehicle for any job-related purpose or while on the job, or while performing company business. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

Prescription Drugs

Prescription drugs may also affect the safety of the employee or fellow employees or members of the public. Therefore, any employee who is taking any prescription drug which might impair safety, performance or any motor functions must advise his supervisor before reporting to work under such medication. A failure to do so may result in disciplinary action.

If the Company determines that such use does not pose a safety risk, the employee will be permitted to work. If such use impairs the employee's ability to safely or effectively perform his or her job, the Company may temporarily reassign the employee or grant a leave of absence during the period of treatment. Improper use of "prescription drugs" is prohibited and may result in disciplinary action. Prescription medication must be kept in its original container if such medication is taken during working hours, on Company property, or during the execution of work duties.

Disciplinary Action

Employees who violate the Drug/Alcohol policy may be disciplined or terminated, even for a first offense. Violations include refusal to consent to and comply with testing and search procedures as described.

Reasonable Suspicion Drug Testing

1. Employees must submit to a drug test if reasonable suspicion exists to indicate that their ability to perform work safely or effectively may be impaired. "Reasonable-suspicion testing" means drug testing based on a belief that an employee is using or has used drugs in violation of the policies of the Company drawn from those facts in light of experience.

Among other things, such facts and inferences may be based upon:

- A. Observable phenomena while at work, such as direct observation of drug use or of the physical symptoms or manifestations of being under the influence of a drug.

- B. Abnormal conduct or erratic behavior while at work, or a significant deterioration in work performance.
- C. A report of drug use, provided by a reliable and credible source.
- D. Information that an employee has caused, contributed to or been involved in an accident while at work. An accident is when there is injury which requires a report to the Division of Workers' Compensation or a third party injury requiring medical treatment.
- E. Evidence that an employee has used, possessed, sold, solicited or transferred drugs while working or while on Company premises or while operating an Employer-owned vehicle, machinery or equipment.

2. If a supervisor believes reasonable suspicion exists, the supervisor should report his or her findings and observations to a direct supervisor, manager of Human Resources, or Company officers. Upon approval by the general manager or an officer of the Company the employee will be asked to submit to a drug test and sign a form acknowledging his or her consent (employee packet). Factors which substantiate cause to test should be documented by the investigating supervisor. This must be done as soon as possible but no later than seven days after the employee has been drug tested. A copy of this report will be given to the employee upon request and the original documentation will be kept confidential by the Company and retained for at least one year.

Sexual and Other Unlawful Harassment

Benni Sack Housekeeping is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability or other legally protected characteristic will not be tolerated.

Harassment is unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile work environment that interferes with work performance. Examples of harassment include verbal (such as jokes, slurs, insults, epithets, or teasing), graphic (such as offensive postures, symbols, cartoons, drawings, computer displays or e-mail) or physical (such as touching, gestures, physically threatening another person, blocking someone's way, etc.) conduct that denigrates or shows hostility or aversions toward an individual because of any protected characteristic. Such conduct constitutes harassment when: (1) it has the purpose or effect of creating an intimidating, hostile or offensive working environment; or (2) it has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) it is otherwise adversely affecting an individual's employment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. Sexual harassment includes many forms of unacceptable behavior and includes harassment by a person of the same sex as the victim. Examples of sexual harassment include, but are not limited to:

- Unwanted sexual advances;
- Offering employment benefits in exchange for sexual favors;
 - Repeated advances that are turned down or rebuffed
- Making or threatening reprisals after a negative response to sexual advances;

- Visual conduct that includes leering, making sexual gestures or displaying sexually suggestive objects, pictures, cartoons, calendars or posters;
 - Inappropriate or excessive touching or hugging;
- Verbal abuse of a sexual nature, graphic commentaries about an individual's body or desired sexual activities and sexually degrading words used to describe an individual.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you do not feel comfortable contacting that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and report harassing conduct without fear of reprisal or retaliation.

The company will investigate all allegations of harassment promptly and discreetly. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline, up to and including termination.

Benni Sack Housekeeping prohibits any form of retaliation for reporting in good faith any incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.

Theft or Accusations of Theft

The primary business of Benni Sack Housekeeping involves our staff entering client properties and involves a high level of trust. Any thefts, suspicions of theft, or accusations of theft must be investigated swiftly. **Theft** is defined as the physical removal of an object that is capable of being stolen without the consent of the owner and with the intention of depriving the owner of it permanently.

Any accusations of theft should be reported immediately. A swift investigation is the best way to rectify the situation. To the extent possible, your confidentiality and that of any witnesses of the alleged theft will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. Anyone, regardless of position or title, found through investigation to have engaged in theft will be subject to discipline, up to and including termination and involvement of law enforcement.

Do not discuss any accusations of theft with anyone not directly involved in the investigation.

In the event of an accusation of theft from a client

1. Any crew members present at the client location at the time of the alleged theft will be immediately suspended without pay pending the results of an investigation.

2. An officer of Benni Sack Housekeeping will investigate the accusation of theft and may do an in-house investigation at the clients discretion. If warranted, the investigation may be forwarded to the appropriate law enforcement authorities.

Accusation of theft by a co-worker

1. Any employee or representative of Benni Sack Housekeeping being accused of theft will be immediately suspended without pay pending the results of an investigation.
2. An officer of Benni Sack Housekeeping will investigate the accusation of theft and may do an in-house investigation at the clients discretion. If warranted, the investigation may be forwarded to the appropriate law enforcement authorities.

Disposition

- 1 If at the conclusion of the investigation, the accusations have merit, all found through investigation to have engaged in theft will be subject to discipline, up to and including termination and involvement of law enforcement. For those not to be found responsible, the suspension may be lifted and they may be allowed to return to normal duties.
- 2 If at the conclusion of the investigation, the accusations have merit, but it is unreasonable to identify a specific responsible party, the suspensions will continue and the matter will be forwarded to the appropriate law enforcement authorities.
- 3 If at the conclusion of the investigation, the accusations fail, the suspensions will be lifted and employees will be permitted to return to normal duties.

Confidential information/Non-Disclosure

All Benni Sack Housekeeping records and information about Benni Sack Housekeeping, its employees, customers, suppliers and vendors are to be kept confidential and divulged only to individuals within the company with both a need to receive and authorization to receive the information.

All records and files maintained by the company are confidential and remain the property of the company. No Benni Sack Housekeeping records, files or Benni Sack Housekeeping -related information may be removed from Benni Sack Housekeeping service's premises or disclosed to any outside party without the express permission from Benni Sack Housekeeping. Confidential information regarding Benni Sack Housekeeping includes, but is not limited to, financial records, business, marketing, and strategic plans, Human Resources and payroll records regarding current and former employees, the identity of, contact information for, and any other account information on customers, vendors and suppliers, inventions, programs, trade secrets, formulas, techniques and processes, and any other documents or information regarding the company's operations, procedures or practices. Additionally, the contents of Benni Sack Housekeeping's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose.

Employees must not disclose any confidential information to any unauthorized person inside or outside the company. Employees who are unsure about the confidential nature of specific information must ask their supervisor or human resources for clarification. The company reserves the right to avail itself of all legal or equitable remedies to prevent impermissible use of confidential information or to recover damages incurred as a result of the impermissible use of confidential information. In addition, employees will be subject to appropriate disciplinary action, up to and

including termination of employment for revealing information of a confidential nature. Employees may be required to enter into written confidentiality agreements confirming their understanding of the company's confidentiality policies.

The protection of confidential business information and trade secrets is vital to the interests and the success of Benni Sack Housekeeping. Such confidential information includes, but is not limited to, the following examples:

- computer processes
- computer programs and codes
 - customer lists
 - customer preferences
 - financial information
- labor relations strategies
- marketing strategies
- new materials research
- pending projects and proposals
- proprietary production processes
- research and development strategies
 - scientific data
 - scientific formulae
 - scientific prototypes
 - technological data
- technological prototypes

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Conflict of Interest

Benni Sack Housekeeping's continued success depends upon the undivided loyalty of its employees throughout their employment. To maintain its reputation and the relationships it has developed with outside companies and individuals, Benni Sack Housekeeping requires the following commitments from all of its employees.

Every Benni Sack Housekeeping employee has a legal and ethical responsibility to promote Benni Sack Housekeeping's best interests. No employee may engage in any conduct or activity that is inconsistent with Benni Sack Housekeeping's best interests or that in any fashion disrupts, undermines, or impairs Benni Sack Housekeeping's relationships with any customer or prospective customer or any outside organization, person or entity with which Benni Sack Housekeeping has or proposes to enter into an arrangement, agreement, or contractual relationship of any kind.

Benni Sack Housekeeping requires the complete commitment of all employees. Such employees may not engage in any outside activity or accept work in any outside position with another cleaning business that either interferes with their ability to devote their full and best efforts to Benni Sack Housekeeping or raises an actual or potential conflict of interest or the possible appearance of a conflict of interest. Employees who have any questions whatsoever regarding this policy or the potential impact of outside activities on their position with Benni Sack Housekeeping should contact the Director of Human Resources before accepting any outside position or engaging in any such activity.

Transactions with outside firms other than another cleaning business must be conducted within a framework established and controlled by the executive level of Benni Sack Housekeeping. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the employer, the employee or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

Customer Service

Customers are among our organization's most valuable assets. Every employee represents Benni Sack Housekeeping to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Benni Sack Housekeeping will provide customer relations and services training to all employees with extensive customer contact. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of Benni Sack Housekeeping. Positive customer relations not only enhance the public's perception or image of Benni Sack Housekeeping, but also pay off in greater customer loyalty and increased sales and profit.

Dress Code/Personal Appearance

Benni Sack Housekeeping doesn't want anything more than for you to be safe and happy on the job. We recognize that part of how you express yourself is how you dress. All we ask is that you wear clothing that is safe for cleaning, which will not provide a tripping or falling hazard while cleaning homes, and also clothing that would not be overly suggestive in a sensual or sexual context, or rude in graphics or logos. We don't want to offend. We also expect that even though we are working hard and sweating hard that you will take care of your personal hygiene and appearance.

In the event that there is a question concerning the appropriateness of your attire or hygiene, the immediate supervisor will initiate a discreet conversation. Efforts will be made to advise in what may be more appropriate. Continued or blatant disregard for creating a comfortable and hygienic atmosphere for co-workers and clients may result in discipline actions up to and including termination.

Computer, Email and Internet Usage

Here is the bottom line – while you are cleaning for us, you should not be texting or engaging in social media. You can receive texts and phone calls as it relates to your job, but please wait to conduct your person business on your own time. Also, the following conduct in our employment is expressly prohibited:

- Sending or posting discriminatory, harassing or threatening messages or images
 - Using the organization's time and resources for personal gain
- Stealing, using or disclosing some else's code or password without authorization

- Sending or posting confidential material, trade secrets or proprietary information outside of the organization
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services or transmissions
- Sending or posting messages or material that could damage the organization's image or reputation

- Participating in the viewing or exchange of pornography or obscene materials
 - Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
 - Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities or any sort of gambling
 - Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
 - Passing off personal views as representing those of the organization
 - Sending anonymous e-mail messages
 - Engaging in any other illegal activities

Right to Monitor and Consequences

Here is the limit to my monitoring of this kind of stuff – if I see you emailing or Facebooking while you're at work, I may ask you about it. There may be disciplinary action if through investigation it seems like there might be a violation of this policy.

And please don't send spam mail to your coworkers. Thanks.

Use of Personal Communication Devices

The use of personal communication devices shall be limited in the workplace to alleviate distractions and the disruption of regular work routines. Personal communication devices are defined as, but not limited to, cellular or two-way phones, and audible pagers. Personal communication devices are prohibited from use during work hours and in work areas, except in the direct performance of your job duties unless the company has provided such device(s) to the employee for business use only.

Any employee carrying a non-company issued personal communication devices with an audible alarm or ring must ensure the sound is turned off during work hours and in work areas. Employees must not take, return, or receive calls on personally owned communication devices during work hours or in work areas.

Limited and temporary exceptions to this policy permitting the use of personally owned communications devices for ongoing personal emergency situations (such as the imminent birth of a child) may be made. Please contact your supervisor to make arrangements for the use of personal communication devices at such times. Violation(s) of this policy may be grounds for discipline, up to and including termination.

Use of Equipment and Vehicles

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using company property, employees are expected exercise due care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

If any equipment, machines, tools or vehicles appear to be or become damaged, defective or in need of repair, do not use the item and contact your supervisor immediately. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to

employees or others. Your supervisor can answer any questions about your responsibility for maintenance and care of equipment or vehicles used on the job.

The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination.

Outside Employment

The nature of Benni Sack Housekeeping' business requires the complete commitment of all employees to this cleaning service. Employment with other cleaning companies outside Benni Sack Housekeeping may interfere with an employee's efficiency, productivity, and availability to Benni Sack Housekeeping and is therefore discouraged.

If an employee desires additional employment outside Benni Sack Housekeeping with another cleaning company, the employee must obtain written approval from his or her supervisor or manager to commence or continue such other employment. Approval can be withheld if the outside employment with another cleaning company is deemed to conflict with the employee's responsibilities to Benni Sack Housekeeping or with Benni Sack Housekeeping' scheduling requirements, or if the outside employment impairs or interferes in any way with the employee's ability to perform all of his or her duties for Benni Sack Housekeeping.

If outside employment is initially approved but it is later determined that the outside employment conflicts with the employee's responsibilities to Benni Sack Housekeeping or with Benni Sack Housekeeping scheduling requirements, or impairs or interferes in any way with the employee's ability to perform all of his or her duties for Benni Sack Housekeeping, the employee may be required to cease the outside employment as a condition of continued employment with Benni Sack Housekeeping.

If an employee is transferred or promoted after getting approval for outside employment, the employee must get approval from his or her new supervisor or manager to continue the outside employment. In addition, if there is any change in the outside employment after approval for it has been given, such as hours, duties, location, or employer, the employee must inform his or her supervisor or manager and get new written approval.

Any violation of this policy may result in disciplinary action, up to and including termination.

Disciplinary Procedures/Progressive Discipline

Benni Sack Housekeeping's makes every attempt to ensure that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with the company is based on mutual consent and both the employee and the company have the right to terminate employment at will, with or without cause or advance notice, the company may use progressive discipline at its discretion. Progressive discipline, however, in no way limits or changes the employment at-will relationship and both the employee and the company may end the employment relationship at any time, with or without notice or cause.

Disciplinary action may call for any of the following four steps: verbal warning, written warning, suspension without pay, or termination of employment, depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; the next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

The Company recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, examples of problems that may result in immediate suspension or termination of employment, include theft, insubordination, failure to follow safety rules, and harassment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the Company.

Smoke-free Workplace

Benni Sack Housekeeping tries to limit its opinions of legal vices to health and safety. For the sake of co-workers, vendors, clients, and others we may encounter in a professional basis, here are some rules and guidelines concerning smoking of tobacco products. For the sake of simplicity, other tobacco products and tobacco or non-tobacco vaporizers are included in this.

1. Smoking will be done off the clock during approved breaks.
2. No smoking on client property.
3. Dispose of smoking waste in appropriate ways. Do not dispose of smoking waste in client waste receptacles.
4. No smoking in a vehicle without the express permission of any co-workers that may be in the vehicle as well. Even if you are the vehicle owner

Guidelines

1. Conclude tobacco use well in advance of your contact with anyone in a professional basis, or before entering a client site. Many tobacco and vaporizer products carry with them a lingering smell.
2. Be conscientious of smoking in personal vehicles with company equipment. The smell can attach itself to equipment and be carried into client locations.
3. Refrain from smoke in direct view of clients. This includes while sitting in a personal vehicle; sitting in front of a client's home in your vehicle is just as obvious.

VI. CAREER DEVELOPMENT

Job and Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. A formal written performance evaluation will be conducted at the end of an employee's initial period of hire, known as the introductory period. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, coinciding generally with the anniversary of the employee's original date of hire. Merit based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process.

VII. ADDITIONAL INFORMATION

Workplace Monitoring

Workplace monitoring may be conducted by Benni Sack Housekeeping to ensure quality control, employee safety, security, and customer satisfaction.

Benni or a designated supervisor may show up on the job at any time without notice.

Improved job performance enhances our customers' image of Benni Sack Housekeeping as well as their satisfaction with our service.

Bulletin Boards

There is a bulletin board in my office that has current posters with all the current labor laws.
Feel free to make an appointment to come check it out.

Solicitation and Distribution of Literature

Solicitation and distribution of literature in the workplace can be disruptive and interfere with work. To avoid disruption to and interference with Benni Sack Housekeeping's operations, the following rules regarding solicitation and distribution of literature have been established and will be strictly enforced:

1. Non-employees may not solicit or distribute literature on Benni Sack Housekeeping premises at any time for any purpose.
2. Employees may not solicit or distribute literature during working time for any purpose. (Working time does not include lunch periods, work breaks or any other periods in which employees are not on duty.)
3. Employees may not distribute literature at any time in working areas.

4. Employees may not use Company equipment or systems, including but not limited to computers, e-mail, telephones, voice-mail, copiers, and fax machines to prepare, send or receive solicitation or literature.
5. Employees may not post any literature, articles or solicitations on company bulletin boards without prior express approval of management.

Violation of this policy may result in disciplinary action, up to and including termination.

Problem Solving Process

Benni Sack Housekeeping strives to be attentive and responsive to its employees concerns. The process set forth below will be used to try to resolve specific work-related problems or complaints that employees may have. Management's goal is to maintain a harmonious, productive work relationship with each employee.

This problems-solving process was developed to give employees a systematic way to resolve specific work-related problems or complaints, such as:

- Disagreement with the interpretation or application of Company policies
- Disagreement with an employment decision regarding the administration of employee benefits or conditions of employment (for example, scheduling, promotions, training, or vacations)
- Treatment considered unfair by an employee (for example, coercion, reprisal, or intimidation)
- Alleged discrimination in any form (for example, race, color, religion, sex, age, national origin, or disability)

Any employee may use this problem-solving process. Employees will not be penalized or retaliated against for bringing their work-related problems or complaints to management's attention. Employees must not abuse the problem-solving process by raising issues in bad faith or solely for the purpose of delay or harassment, or by repeatedly raising issues that a reasonable person would judge to have no merit.

Implementation of the problem-solving process by an employee does not limit the right of the Company to impose any disciplinary action that is not in retaliation for using the problem-solving process. Problems or complaints regarding any other form of harassment will be handled in accordance with the Company's Harassment policy.

If an employee has a work-related problem or complaint, he or she should promptly discuss it with his or her supervisor. If the employee is not comfortable discussing the problem or complaint with his or her supervisor, the employee may discuss the situation with another supervisor in the same department or go directly to the department manager. If the employee is not comfortable discussing the situation with another supervisor or manager, he or she may speak with a Human Resources representative.

Suggestion Program

As employees of Benni Sack Housekeeping, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

A suggestion is an idea that will benefit Benni Sack Housekeeping by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making Benni Sack Housekeeping a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions must be submitted on a suggestion form and should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the Personnel Department and, after review, they will be forwarded to the Suggestion Committee. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

VIII. END OF EMPLOYMENT

Employment Termination

Termination of employment is an inevitable part of Human Resources activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an employee.
- Discharge – involuntary employment termination initiated by the organization.
- Layoff – involuntary employment termination initiated by the organization for nondisciplinary reasons.
- Retirement – voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Return of Company Property

Employees are responsible for all Benni Sack Housekeeping property, materials, files, keys, equipment, tools or other property issued to them or in their possession or control.

All Benni Sack Housekeeping property must be returned by employees on or before their last day of work. Where permitted by applicable laws, Benni Sack Housekeeping may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. Benni Sack Housekeeping may also take all action deemed appropriate to recover or protect its property.

Employee Acknowledgment Form

The employee handbook describes important information about Benni Sack Housekeeping, and I understand that I should consult the Human Resources Manager regarding any questions not answered in the handbook.

I have entered into my employment relationship with Benni Sack Housekeeping voluntarily and acknowledge that there is no specified length of employment. Accordingly, either Benni Sack Housekeeping or I 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.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to Benni Sack Housekeeping policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Human Resources Manager with the approval of the chief executive officer of Benni Sack Housekeeping has the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, 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.

Employee Name (printed)

Employee Signature

Date

(Keep in employee's personnel file)