



**LG CLEANING**

Quality Cleaning for Your Business

# Employee Handbook and Policy Guide

Adopted: July 15, 2015



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## **WELCOME TO LG CLEANING**

LG CLEANING takes pride in delivering the best possible customer service to our clients and our employees. We are committed to providing the resources needed for our employees to master their jobs and deliver clear communication of our required policies, procedures and practices. We strongly encourage you to use our handbook since it is a valuable resource for understanding LG CLEANING. It is intended to familiarize you with important information about the Company and your own privileges and responsibilities.

LG CLEANING reserves the right to modify this handbook, amend or terminate any policies, procedures or employee benefit programs whether or not described in this handbook at any time, or to require and/or increase contributions toward these benefits programs.

Federal, state, or local laws may take precedence over any information provided in this handbook. In addition to this handbook, the Company may provide you with other documents as formal and legal descriptions of benefit plans. Should the terms of this handbook conflict with the terms of a specific benefit plan document, the terms of the benefit plan document will prevail as to the conflicting terms, and only to the extent necessary to resolve any conflict in the terms.

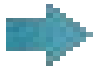
The content of this handbook are offered as general guidelines. The handbook does not attempt to address every possible situation or question about employment at LG CLEANING. Our President is available to support you to the fullest extent possible.

Violation of any policies or terms described in this handbook may be grounds for disciplinary action, up to and including termination of employment, legal action, and/or criminal liability. Blatant or extraordinary policy violations including, but not limited to, sexual harassment, harassment, theft, or violence in the workplace may result in immediate disciplinary action, up to and including termination of employment, legal action, and/or criminal liability.

### **Not a Contract of Employment**

This handbook is not intended to create or constitute an expressed or implied contract of employment between the Company and any one or all of its employees.

Although we hope that your employment relationship with us will be long term, please be advised that your employment with the Company is at-will and therefore, for no definite period of time. Either you or the Company may terminate this employment relationship at any time for any reason, with or without cause or notice.



## WORK ENVIRONMENT

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### Ethical Standard

- LG CLEANING seeks to conduct its business activities with integrity, fairness and in accordance with the highest ethical standards. We intend to partner with clients that uphold these standards and TO PROVIDE THE HIGHEST QUALITY OF THOROUGH CLEANING TO THE GREATEST NUMBER OF CLIENTS. As an employee you enjoy the benefits of that standard and are obliged to uphold it in every business activity. If you are ever in doubt whether an activity meets our ethical standards or compromises the reputation of LG CLEANING please discuss it with your supervisor

### Genetic Information Nondiscrimination Policy

- LG CLEANING respects all employee's privacy in their genetic information and enforces a strict policy of nondiscrimination on the basis of genetic information. LG CLEANING will never discriminate, harass, or retaliate on the basis of genetic information when it comes to any aspect of employment, including hiring, firing, pay, job assignments, promotions, layoffs, training, fringe benefits, or any other term or condition of employment. Additionally, we will never use genetic information to make an employment decision
- LG CLEANING also maintains compliance with the federal Genetic Information Nondiscrimination Act (GINA) which generally makes it illegal for health insurance companies or group health plans, from requesting, requiring, or purchasing genetic information from an individual, or that individual's family member; and most employers to discriminate against employees based on employees' genetic information. If this information is given to LG CLEANING we will also maintain all genetic information in a confidential manner and in a separate medical file so as to prevent any unlawful disclosure
- LG CLEANING does not collect employee's genetic information or family medical history except in the limited circumstance allowed by law. If you suspect that this policy has been violated, we encourage you to submit a report to your supervisor immediately

### Discrimination, Bullying and Harassment Policy

- LG CLEANING will not tolerate discrimination, bullying, harassment or intimidation of any employee based on characteristics protected by applicable federal, state, or local law. These characteristics include sex, race, color, religion, national origin, age, disability and may also include sexual orientation, gender, veteran status, marital status, and any other characteristics that are protected by applicable law
- LG CLEANING prohibits unlawful harassment or bullying, in addition to other unprofessional and discourteous actions and/or behavior including discrimination
- LG CLEANING prohibits retaliation against an employee who, in good faith, has made a complaint of harassment or participated in an investigation of harassment

- This policy applies to all employees, as well as to:
  - Temporary or contract employees
  - Job applicants
  - Vendors
  - Customers/Clients
  - Visitors
  
- Sexual Harassment
  - Sexual harassment may consist of offensive or unwelcome sexual advances, requests for sexual favors, inappropriate verbal or written communications, or physical acts of a sexual or sexual based nature
  - Verbal or physical conduct includes conduct that belittles, threatens, or shows hostility toward another individual on the basis of that person's gender or other protected characteristics. Either males or females may commit sexual harassment and the victims of sexual harassment may be of the same or opposite sex. Harassment may result from the actions of any employee of the Company (including managers and non-managers) and from outside third parties as mentioned above
  - Verbal or physical conduct need not be of a sexual nature to constitute sexual harassment where the harassing conduct is motivated by hostility toward an individual on the basis of that individual's gender or other protected characteristics
  
- Prohibited Conduct
  - Prohibited acts of sexual harassment may take a variety of verbal and non-verbal and/or physical forms. Ranging from subtle pressure to more open or obvious behavior. Prohibited conduct which may be viewed as sexual harassment includes, but is not limited to, the following:
    - Making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature
    - Making submission to or rejections of such unwelcome conduct the basis for any employment decision
    - Engaging in preferential treatment or a promise of preferential treatment in exchange for sexual favors; or denying privileges, benefits, employment or advancement opportunities because of refusal to engage in prohibited conduct
    - Making sexually-oriented pictures, posters, drawings, or other materials, which may be considered by others to be offensive
    - Retaliating against an individual for reporting or complaining about sexually harassing or abusive conduct
    - Creating an intimidating, hostile or offensive working environment
  - No one except LG Cleaning staff is to be allowed in the offices at any time, no exceptions allowed. Failure to comply is immediate write up or termination.
  - Failure to respond to communication whether it be by text, phone call, in person, or email can result in a write up or immediate termination.
  
- Other Forms of Prohibited Harassment

- In addition to sexual harassment (as defined above), the Company is also opposed to all other forms of unlawful harassment or bullying, whether verbal or physical conduct that belittles, shows hostility toward, or otherwise differentiates against an individual based on that individual's race, color, religion, sexual orientation, gender, veteran status, national origin, age, disability, ancestry, or marital status, including derogatory remarks, insults and epithets in the workplace
  - Prohibited acts of harassment may take a variety of verbal, non-verbal and/or physical forms of a threatening, intimidating, or humiliating nature and occurs when such conduct has the purpose or effect of interfering with an individual's work performance, creating an intimidating, hostile or offensive work environment, or otherwise adversely affecting an individual's employment opportunities
  - The sabotage or undermining of an employee's work performance
  - Examples of harassing conduct include slurs, negative stereotyping, insulting or degrading words or actions, and use of written or graphic materials, such as posters, cartoons and jokes
- Reporting Inappropriate Conduct
- Any individual who believes that he or she has been harassed in violation of this Policy should immediately make a verbal or written complaint to the Company President or any appropriate supervisor with whom the individual feels comfortable discussing the situation. In all possible cases, the individual making a complaint of harassment shall bypass the person that is allegedly committing the harassment in the complaint procedure
  - There will be no retaliation/adverse action resulting against any individual who, in good faith, reports a complaint and/or participates in any investigation of a complaint
- Investigations
- The President or other management will promptly investigate all complaints of harassment under this policy. The investigation will be conducted by personnel not accused of the alleged harassment and with the utmost privacy and confidentiality. In some instances, certain details of an individual's complaint may be shared with other parties involved in the investigation, if necessary
  - The investigation will be completed in a timely manner and both the alleged victim and the alleged harasser will be notified, where appropriate, of the results of the investigation
- Disciplinary Consequences
- Harassment is prohibited by the Company and is a serious violation of this Handbook, the LG CLEANING Code of Conduct, and general rules of conduct expected of all Company employees. If it is determined that an individual has participated in prohibited harassment, that individual will be subject to disciplinary action, up to and including termination of employment

## Workplace Investigations Policy

- When the Company determines that an investigation is required, all employees are required to fully cooperate with any such investigation
- The Company reserves, and intends to exercise, the right to audit and access all Company resources at any time and for any purpose, even if they are locked or otherwise secured. Employees should have no expectation of privacy regarding resources, areas, or facilities provided by the Company

## Media Policy

- Only designated personnel of LG CLEANING are authorized to provide Company-related information to the media (newspaper, radio, and television personnel). If approached by someone from the media, either in person, via telephone, or e-mail, all such inquiries must be referred to the President. Employees will be subject to disciplinary action, up to and including termination of employment, if they provide Company information to the media without proper authorization

## Information Technology Policy

### **Company Provided Resources**

This policy applies to all employees, including contractors, temporary and contract employees, and covers the use of electronic communication systems and their components.

- Internet, Company-provided equipment (e.g. land line phone, mobile phones, PDAs, laptops, desktops, etc.) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature
- Cellular phones and PDA's provided to employees by the Company are for business purposes only. They are not to be used for non-work-related communications, unless emergency circumstances arise
- E-mails and text messages may not be reviewed, drafted or sent while operating a vehicle
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect on LG CLEANING or be contrary to the Company's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and Company provided equipment such as cell phones and laptops
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only
- Employees must not use the system in a way that disrupts its use of others
- Employees are prohibited from sending or receiving files that are not related to work
- Employees should not open suspicious e-mails, pop-ups or downloads to reduce the release of viruses
- Internal or external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the Company

## **Right to Monitor**

All Company-supplied technology and Company-related work records belong to the Company and not to the employee. LG CLEANING routinely monitors use of Company-supplied technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

## **Personal PDA's and mobile phones**

While you are working, you're expected to be performing your job duties and responsibilities.

- Personal calls, both incoming and outgoing, must be kept to a minimum, and should not interfere with your duties and responsibilities or Company policies
- Ringtones should be business appropriate and volume should be on vibrate

## **Social Media – Acceptable Use**

- Employees may not post financial, confidential, sensitive, proprietary information, obscenities, slurs or personal attacks about the Company, clients or employees
- When posting on social media sites, employees must use the following disclaimer when discussing job-related matters, *"The opinions expressed on this site are my own and do not represent the views of LG CLEANING"*

Abuse of any part of the Information Technology Policy may result in discipline, up to and including termination.

## **No Smoking Policy**

It is the policy of LG CLEANING to prohibit smoking of any kind on all Company or Client's premises in order to provide and maintain a safe and healthy work environment for all employees. This also applies to any guests, temporary employees, contractors or vendors. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind". Please confine smoking to parking lots outside the building.

## **Drug and Alcohol-Free Workplace**

LG CLEANING is committed to providing a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, we want to ensure the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees and all



applicants for employment of LG CLEANING. The President is responsible for policy administration.

### **Drug-Free Awareness**

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications. Employees must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to their supervisor. Employees should not, however, disclose underlying medical conditions unless directed to do so.

### **Work Rules**

The following work rules apply to all employees:

- Whenever employees are working, are operating any Company vehicle, are present on Company premises, or are conducting related work off-site, they are prohibited from:
  - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia)
  - Being under the influence of alcohol or an illegal drug as defined in this policy
- The presence of any detectable amount of any illegal drug or illegal controlled substance in an employee's body while performing Company business or while in a Company facility is prohibited
- LG CLEANING will not allow any employee to perform their duties while taking prescribed drugs that are adversely affecting the employee's ability to safely and effectively perform their job duties. Employees taking a prescribed medication must carry it in the container labeled by a licensed pharmacist or be prepared to produce it if asked
- Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution

### **Required Testing**

The Company retains the right to require the following tests:

- **Pre-employment:** Applicants may be required to pass a drug test before beginning work or receiving an offer of employment. Refusal to submit to testing will result in disqualification of further employment consideration
- **Random or Reasonable suspicion:** Employees are subject to periodic random testing and also based on observations by a supervisor of apparent workplace use, possession or impairment
- **Post-accident:** Employees are subject to testing when they cause or contribute to accidents that seriously damage a Company vehicle, machinery, equipment or property and/or result in an injury to themselves or another employee requiring off-site medical attention. In any of these instances, the investigation and

subsequent testing must take place within two (2) hours following the accident, if not sooner

- **Follow-up:** Employees who have tested positive, or otherwise violated this policy, are subject to discipline up to and including discharge. Depending on the circumstances and the employee's work history/record, LG CLEANING may offer an employee who violates this policy or tests positive the opportunity to return to work on a last-chance basis pursuant to mutually agreeable terms, which could include follow-up drug testing at times and frequencies for a minimum of one (1) year but not more than two (2) years. If the employee either does not complete his/her rehabilitation program or tests positive after completing the rehabilitation program, he/she will be subject to immediate discharge from employment

## **Consequences**

Applicants who refuse to cooperate in a drug test or who test positive will not be hired. Employees who refuse to cooperate in required tests or who use, possess, buy, sell, manufacture or dispense an illegal drug in violation of this policy will be terminated. The first time an employee tests positive for alcohol or illegal drug use under this policy, the result will be discipline up to and including discharge.

Employees will be paid for time spent in alcohol/drug testing. After the results of a positive test are received, a date/time will be scheduled to discuss the results of the test.

## **Confidentiality**

Information and records relating to positive test results, drug and alcohol dependencies and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

## **Inspections**

LG CLEANING reserves the right to inspect all portions of its premises for drugs, alcohol or other contraband. All employees, contract employees and visitors may be asked to cooperate in inspections of their persons, work areas and property that might conceal a drug, alcohol or other contraband. Employees who possess such contraband or refuse to cooperate in such inspections are subject to appropriate discipline up to and including discharge.

## **Crimes Involving Drugs**

LG CLEANING prohibits all employees from manufacturing, distributing, dispensing, possessing or using an illegal drug in or on Company premises or while conducting Company business. Employees are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.

## **Music Policy**

If employees would like to listen to music while working, they must use a Bluetooth headset. Violation of this Policy may result in disciplinary action, up to and including termination of employment.



## EMPLOYMENT

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### Equal Employment Opportunity

LG CLEANING provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, leaves of absence, compensation and training.

LG CLEANING expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Company employees to perform their expected job duties is absolutely not tolerated.

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

LG CLEANING will attempt to accommodate the sincere religious beliefs of its employees unless doing so would cause an undue hardship on Company operations. If you desire a religious accommodation, you are required to request such to your supervisor at your earliest convenience so accommodations can be made if possible.

### Rules of Conduct

LG CLEANING adopts this Employee Conduct and Work Rules Policy to ensure orderly operations and provide the best possible work environment. LG CLEANING expects employees and others who may from time to time be engaged to provide services, such as temporary personnel, consultants and independent contractors, to follow these rules of conduct while on Company/Client premises, attending Company functions or otherwise performing work-related activity.

In addition to maintaining and enforcing this policy to protect the interests and safety of all employees, clients and the organization, LG CLEANING complies with all applicable federal, state and local laws and regulations concerning employer/employee rights and obligations.

LG CLEANING is responsible for providing a safe and secure workplace and strives to ensure that all individuals associated with the Company are treated in a respectful and fair manner. Though it is not possible to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of behavior that would be considered infractions of LG CLEANING Code of Conduct.

The list is not intended to be exhaustive:

- Unauthorized use, destruction, theft, inappropriate removal or possession of Company or Client property. Losses from these are a serious problem and immediately affects our ability to increase salaries and can jeopardize the Company. LG Cleaning will not tolerate this behavior in any fashion
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer-owned vehicles or equipment
- Bullying, Fighting or threatening violence in the workplace
- Unprofessional behavior, including emotional outbursts or physical displays of anger
- Insubordination or failure to comply with established Company policies and procedures
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Falsification of employee or Company records
- Unauthorized use of telephones, mail system or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information

Such behavior may result in disciplinary action, up to and including termination of employment, along with contacting appropriate authorities.

As a LG CLEANING employee you are expected to be a professional team member and to strive to observe the highest standards of business behavior and ethics.

### Environmental, Health and Safety Policy

Health, safety and environmental concerns are intrinsic to LG CLEANING operations and value propositions. The Company takes seriously its responsibilities to provide on-going support which help to protect the environment in which they are used.

Furthermore, management requires that every person in the organization assumes the responsibility of individual and organizational safety. It is the responsibility of each employee to conduct all tasks in a safe and efficient manner complying with all safety rules and regulations required by law.

It is the responsibility of the employee to report immediately any INCIDENT (example: spilling your mop bucket of water) while on the job to your supervisor. Violation of this policy may result in disciplinary action, including termination.

### Attendance Policy

Patterns of absenteeism or tardiness will result in discipline. Absences due to illnesses or injuries that qualify under the Family and Medical Leave Act (FMLA) will not be counted against an employee's attendance record. Medical documentation within the guidelines of the FMLA will be required in these instances. All sick days require a Doctor's note to be excused unless you switch out a day with a team member.

Employees must clock in and out using a land line telephone. Failure to do so could result in non-payment of appropriate wages and disciplinary action up to and including termination.

You are expected to report to work on time. If for unexpected reasons, you cannot you must notify your supervisor 12 hours prior to the beginning of your work time or as soon as possible. Employees are also encouraged to try to substitute with another LG CLEANING employee since absences put stress on and increase work for everyone. Employees may be asked to work an additional shift or to accommodate a change in their normal shift due to absences of other employees. Notice will be given as quickly as possible when applicable. Not reporting to work or calling to report the absence is a no-call/no-show and is a serious matter. **A no call/no show lasting for one scheduled workday will be considered job abandonment which will result in immediate termination.**

### Dress Code Policy

It is important for all employees to project a professional image while at work by being appropriately attired. LG CLEANING employees are expected to be neat, clean and well-groomed when associating in the office or when representing the practice in outside affairs. Clothing must be modest and consistent with the standards for a business environment and must be appropriate to the type of work being performed. Gloves must be worn at all times when cleaning client's facilities for the employee's safety and compliance of Company Insurance.

Personal attire is the responsibility of the employee with the exception of shirts that will be provided by the Company. The number of shirts provided will be based upon hours worked. When an employee leaves LG CLEANING, Company supplied shirts are to be returned upon exit. Additional shirts will be available for purchase at cost if an employee would like to purchase them. Revealing or tight clothing is not appropriate for

a place of business. Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.

LG CLEANING is confident that employees will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled and sent home to change clothes. Disregard of this policy may be cause for disciplinary action, which may result in termination.

### Discipline and Termination of Employment Policy

- As an At-Will employer the Company retains the right to reduce, lay off, make changes in, or terminate staff at any time
- All persons employed by the Company are employees-at-will, and therefore may resign at any time but the standard two week notice is appreciated
- If an employee's work performance is substandard due to such things as poor attendance or punctuality, unsatisfactory work, or the inability to meet job demands, the manager may attempt to work with the employee to improve his or her performance, if possible. This may involve giving verbal and/or written warnings. Failure by the employee to improve or to perform to the manager's expectation may result in suspension or termination of employment
- The Company expects all employees to abide by an acceptable standard of conduct and reserves the right to discipline or discharge any individual, with or without notice, who engages in certain forms of misconduct
- LG CLEANING is a 3 strike policy company by handbook rules, but any writeup can equal termination if deemed necessary.

### Introductory Period Policy

- LG CLEANING has an introductory period for its new employees. This is a chance for you to get to know our Company, your job duties, and professional colleagues to see if your new job meets your expectations. It is also an opportunity for us to get to know you. During the introductory period, we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily
- Since your employment with LG CLEANING is voluntary and at will, you may terminate your employment at any time during or after the introductory period, with or without cause or advance notice although we request the standard two week notice if possible. Likewise, LG CLEANING also may terminate your employment at any time during or after the introductory period, with or without cause or advance notice
- The introductory period for all new and rehired employees is the first 90 calendar days after their hire date. We may also extend the introductory period if we decide it was not long enough to evaluate your performance. This could happen either during or at the end of the introductory period
- When employees satisfactorily complete the introductory period, you will receive a performance evaluation session with the President and if warranted will be assigned to the "regular" employment classification

### Conflict of Interest/Outside Employment Policy

- All employees must devote their entire working time and attention to the Company's business and affairs
- Work requirements, including overtime, will have precedence over any part-time employment outside of LG CLEANING
- It is expected that an employee of the Company will not accept part-time employment with another Company that would be considered a competitor of LG CLEANING or would present a conflict of interest in his or her employment with the Company
- The Company will not pay medical benefits for injuries or sickness attributed to or resulting from employment at another Company

### Confidentiality Policy

- All employees shall not, at any time, whether during employment with the Company or at any time thereafter, make public or disclose to any person, use or attempt to use (whether for their own benefit or for that of any other person or entity) any information as to:
  - The names, practices, business dealings, or affairs of any of clients, or other parties that have a business relationship with the Company
  - Any matters concerning proprietary, confidential, or trade secret information of the Company that is acquired or learned in the course of, or as a result of, employment with the Company
- Employees will not copy, disclose or otherwise disseminate any confidential or proprietary information without the express written permission of the Company
- Upon termination, employees must immediately return all confidential, proprietary, and/or trade secret information or property to the Company
- If individuals not employed at the Company direct inquiries to any employee on matters relating to Company business (including former employees), the inquiries should be referred to the President
- Violation of this Policy will result in disciplinary action, up to and including termination

### Employee Personnel File Policy

Employee files are maintained by the President and are considered confidential. Managers and supervisors may only have access to personnel file information on a need-to-know basis.

Personnel file access by current employees and former employees upon request will generally be permitted within three days of the request unless otherwise required under state law. Personnel files are to be reviewed in the President's office and may not be taken outside the office.

It is important that your personnel files are kept updated at all times. Employees are responsible for reporting life changes to the President.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

## Background and Reference Check Policy

To ensure that individuals who join LG CLEANING are well qualified for certain positions and to ensure that LG CLEANING maintains a safe and productive work environment, we may conduct pre-employment background checks on applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to LG CLEANING. 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 antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead LG CLEANING to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be conducted on applicants for particular job categories if appropriate and job related.

LG CLEANING also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

## Performance and Salary Review Policy

Performance appraisals are conducted on an annual basis. Employees will receive a performance review on the established date each year. The performance appraisal will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee's personnel file.

A performance review does not always result in a salary adjustment. All salary adjustments are based on merit whenever applicable and are at the sole discretion of management.

Employee salaries are considered confidential information and should not be discussed internally among the staff.

## Payment of Wages

Wage payments (including overtime if applicable) is made for wages payable for a two week reporting period starting on Monday and ending on Sunday for each weekly period. Paydays are bi-weekly every other Friday.



It is the Company's policy that employee paychecks will only be given personally to that employee or mailed to his/her home address. If needed otherwise, a Paycheck Release Form must be completed and turned in to the employee's supervisor in advance of the payday it applies to.

If the normal payday falls on a day the business is schedule to be closed, paychecks will be distributed one workday before the aforementioned schedule. Employees are currently paid by check.

### Overtime Policy

- Regular overtime pay for non-exempt/hourly personnel is calculated at one and one-half times an employee's hourly rate of pay for all hours worked in excess of forty hours in one week, or as otherwise required by law
- All overtime must be authorized in advance by the employee's immediate supervisor. Failure to obtain approval in advance from the employee's immediate supervisor is cause for disciplinary action, up to and including termination

### Referral Policy

If a team member refers a potential client to LG CLEANING for cleaning services and a new client contract is signed, the referring team member will receive a one-time \$50.00 referral fee.

### Workplace Breast Pumping Policy

Any employee who is breastfeeding her child will be provided reasonable break times as needed to express breast milk for her baby. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage or refrigeration and tampering. Nursing mothers wishing to make use of this policy should contact the President for arrangements. Breaks of more than 20 minutes in length will be unpaid, and the employee should indicate this break period on her time record.



## **TIME AWAY FROM WORK**

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### Holiday Policy

LG CLEANING does not recognize any paid holidays at this time. If the office(s) you service are closed for a holiday you will receive that day off but without pay.

### PTO (Paid Time Off) and Unpaid Leave Policy

To schedule PTO/Unpaid time, employees should submit a completed PTO form to their supervisor 2 weeks in advance of the requested date. No two employees can take the same week/days unless approved by management. PTO/Unpaid time is allocated by priority according to the length of service and when requested. THERE IS NO PAID PTO TIME FOR PART-TIME EMPLOYEES. Full time employees (those who are working at least 30-plus hours per week on a consistent basis) are allowed 1 week of PTO time off per year. Additional unpaid PTO time may be requested; however, such time will only be granted if adequate coverage can be provided during that time.

### Bereavement Leave Policy

An employee who wishes to take time off due to the death of an immediate family member should notify their supervisor immediately. The amount of time allowed will be based on individual circumstances and needs.

Bereavement leave will be time off without pay and may be granted provided arrangements can be made to cover employees scheduled work load, barring unexpected business circumstances.

### Jury Duty Leave Policy

Upon receipt of notification from the state or federal courts of an obligation to serve on a jury, employees must notify their supervisor and provide him/her with a copy of the jury summons. Time off for Jury Duty will be without pay from LG CLEANING. For further information please consult with your supervisor.

### Worker's Compensation

The Company provides Workers' Compensation Insurance for all employees. Subject to applicable legal requirements, Workers' Compensation insurance provides payment for

personal injury, illness or death by accident occurring during their course of employment. There is no cost to the employee. All work-related illnesses or injuries must be reported immediately to the employee's manager.

### Inclement Weather Policy

Employees are expected to report to their assigned jobs when there is inclement weather unless otherwise notified in advance by management. Failure to do so can lead to disciplinary action up to and including termination.

### Emergency Facility Closings Policy

If a client decides to close their facility due to adverse weather conditions or for any other emergency the affected employee will be notified before normal working hours.

### Fire Evacuation Policy

In the case of a fire or fire drill employees should exit thru the front door or back door of client's facility and assemble in the front of the building next to the road for a visitor head count and follow their rules for returning to work or leaving premises unless further instructions are received by LG CLEANING supervisor.



## EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

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

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 LG CLEANING.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by LG CLEANING 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 LG CLEANING is employment at-will, which may be terminated at the will of either LG CLEANING or myself.** I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by LG CLEANING or myself.

I acknowledge receipt of the Employee 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.

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Employee's Signature

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Employee's Name (Print)

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Date

**DISCRIMINATION, BULLYING and HARASSMENT POLICY**  
**ACKNOWLEDGMENT OF RECEIPT**

As an employee of LG CLEANING I understand that the Company has zero tolerance of workplace harassment, bullying or discrimination. I have been provided with a copy of the Company's Discrimination and Harassment policies included in the Employee Handbook. I have read the policies and agree to abide by their terms. I understand any employee who engages in conduct prohibited by the policies will be subject to disciplinary action, up to and including discharge. I understand that LG CLEANING will not retaliate against anyone who comes forward with any report of harassment or discrimination.

I understand it is my obligation to refrain from engaging in harassing, bullying or discriminatory conduct and to report any conduct which I believe is harassing, bullying or discriminatory conduct of any kind verbal or non-verbal. I also understand that LG CLEANING will investigate any report of harassment, bullying or discrimination and will take prompt corrective action.

As an employee of the Company, it is my responsibility to:

- a. Comply with these policies and refrain from any act of harassment, bullying or discrimination;
- b. Report immediately to the President any conduct which I believe violates the Discrimination, Bullying or Harassment Policy;
- c. Behave professionally, ethically, and responsibly at all times, including compliance with these policies;
- d. Promptly advise the Company of any need for an accommodation on the basis of disability or religion or any need for a leave of absence; and,
- e. Cooperate fully and truthfully in the investigation of any report of harassment, bullying or discrimination.

I have received the Discrimination, Bullying and Harassment Policy as part of the LG CLEANING Employee Handbook. I understand that it is my responsibility to READ and COMPLY with this policy as well as all policies contained in the handbook and any revisions made to it.

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Employee's Signature

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Employee's Name (Print)

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Date

**INTRODUCTORY PERIOD POLICY**  
**ACKNOWLEDGMENT OF RECEIPT**

The LG CLEANING employee handbook describes the Company’s Introductory Period Policy. I have been provided with a copy of this Policy included in the Employee Handbook. I have read the policy and agree to abide by the terms.

Since your employment with LG CLEANING is voluntary and at will, you may terminate your employment at any time during or after the introductory period, with or without cause or advance notice although we request the standard two week notice if possible. Likewise, LG CLEANING also may terminate your employment at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired employees is the first 90 calendar days after their hire date. We may also extend the introductory period if we decide it was not long enough to evaluate your performance. This could happen either during or at the end of the introductory period.

When employees satisfactorily complete the introductory period, you will receive a performance evaluation session with the President Manager and if warranted will be assigned to the “regular” employment classification.

I acknowledge receipt of the Introductory Period Policy as part of the LG CLEANING Employee Handbook. I understand that it is my responsibility to READ and COMPLY with this policy as well as all policies contained in the handbook and any revisions made to it.

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Employee’s Signature

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Employee’s Name (Print)

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Date