

# **Employee Manual**

Revised October 1, 2023



Proverbs 16:3

**Final Construction | Janitorial Office | Industrial | Move-In Move Out | Residential**

## WELCOME LETTER FROM THE OWNER AND VICE PRESIDENT

Dear Employee,

Welcome to KSS Cleaning Services!

We are excited to have you as part of our company. KSS Cleaning Services is committed to quality work and superior customer service in all aspects of our business.

We value our employees and encourage them to make productive suggestions. We want you to succeed at your job.

This Employee Manual, inclusive of an Acknowledgement Form, sets forth the general administrative policies, goals, and benefits of KSS Cleaning Services and replaces and supersedes any prior manual(s). The contents of this Manual are confidential and are not to be distributed to or shown to anyone else inside or outside the Company. This Manual remains the property of KSS Cleaning Services and must be returned upon request.

You should use this Manual as a reference as you pursue your career with us. Each of the policies is dated and is current as of that date may be unilaterally amended by KSS Cleaning Services at any time, with or without notice, and we shall also reserve the right to deviate from the policies herein in our sole discretion. When there is a change in a policy we will update this Manual as soon as possible. Feel free to discuss with us any questions you may have about this Manual or about your employment with us. To your success at KSS Cleaning Services.

Sincerely,  
Kenny Daniels, Owner & Founder  
Amy Schofield-Ellis, VP

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## **Getting Started**

### **Introductory Statement**

This employee handbook will give you important information about working at KSS Cleaning Services. The handbook also explains what we expect of you and tells about many of our rules. However, this employee handbook cannot cover every situation or answer every question about policies and benefits at KSS Cleaning Services. Also, sometimes we may need to change the handbook. The company has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change, or cancel is our employment-at-will policy. The employment-at-will policy allows you or the Company to terminate your employment at any time for any reason. The employment-at-will policy is further described in the policy titled Nature of Employment. If we make changes to the handbook, we will tell you about the changes.

### **Equal Opportunity Statement**

KSS Cleaning Services is an equal employment opportunity employer and does not discriminate against employees or job applicants based on race, religion, color, sex, age, national origin, mental or physical disability, veteran or family status, or any other status or condition protected by applicable federal, state, or local laws, except where a bona fide occupational qualification applies. This policy extends to all aspects of the employment relationship, including, but not limited to, recruiting, interviewing, job assignments, training, compensation, benefits, discipline, use of facilities, participation in Company-sponsored activities, termination, and all other terms, conditions, and privileges of employment.

### **Immigration Law Compliance**

In accordance with the Immigration Reform and Control Act of 1986 (IRCA), Company only employs individuals who are legally authorized to work in the United States. Furthermore, Company does not continue to employ any individual whose legal right to work in the United States has been terminated. CIS Form I-9 is used to verify your identity and employment eligibility. You must complete the employee section of Form I-9 and provide the required documentation supporting your identity and employment eligibility before you may begin working.

### **Disability Accommodation**

KSS Cleaning Services is committed to complying fully with the Americans with Disabilities Act (ADA). We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a nondiscriminatory basis.

Our hiring procedures have been reviewed and they provide meaningful employment opportunities for persons with disabilities. We only make pre-employment inquiries regarding an applicant's ability to perform the duties of the job.

We require post-offer medical examinations only for jobs that have bona fide job-related physical requirements. An examination will be given any person who enters the job but only after that person has been given a conditional job offer. We keep medical records separate from other personnel files and confidential.

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. We make all types of leaves of absence available to all employees on an equal basis.

KSS Cleaning Services is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability. The Company will follow any state or local law that gives more protection to a person with a disability than the ADA gives.

KSS Cleaning Services is committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.

## **General Employment Information**

### **Nature of Employment**

This handbook gives a general understanding of the personnel policies of KSS Cleaning Services. It should help answer many common questions. You should review all the policies in the handbook and become familiar with them.

However, this handbook cannot cover every situation or answer every question about employment at KSS Cleaning Services. This handbook is also not an employment contract and is not intended to create contractual obligations of any kind.

You became an employee at KSS Cleaning Services voluntarily and your employment is at will. "At will" means that you may terminate your employment at any time, with or without cause or notice. Likewise, "at will" means that the KSS Cleaning may terminate your employment at will at any time, with or without cause or advance- notice as long as we do not violate federal or state laws.

Sometimes we may need to change, add, or cancel policies or benefits. We want you to know that this could happen, and that KSS Cleaning Services has the right to make changes. The only exception is that we will not change our employment-at-will policy. The only official changes to this handbook are changes that are authorized and signed by an officer of KSS Cleaning Services.

### **Employment Categories**

KSS Cleaning Services, for payroll and benefit purposes, recognizes two major classifications of employees: (1) Exempt Employees are those persons whose positions meet specific tests established by the Fair Labor Standards Act and State Law and who are exempt from overtime pay requirements: (2) Non-Exempt Employees are those persons whose positions do not meet FLSA exemption tests and who are paid a one and one-half times their regular rate for overtime, as required by federal and state law. If you have questions or are not sure what your employment classification is, see your supervisor.

**Regular Full-Time** is an employee who has no termination date and who is regularly scheduled to work (thirty) 30 or more hours per work week.

**Regular Part-Time** is an employee whose position has no termination date and who is scheduled to work (two) 2 or more hours, but less than (thirty) 30 hours per work week.

**Temporary Employee** is an employee who is hired for a certain length of time and who is paid only for their hours worked. These employment classifications do not guarantee employment with the Company for any specific period of time, you became an employee at KSS Cleaning Services voluntarily and your employment is at will. "At will" means that you may terminate your employment at any time, with or without cause or advance notice. Likewise, "at will" means that the company may terminate your employment at any time, with or without cause or advance notice, as long as we do not violate federal or state laws.

### **Access to Personnel Files**

KSS Cleaning Services keeps personnel files on all employees. The personnel files include the job applications and related hiring documents, training records, performance documentation, salary history, and other employment records.

Personnel files are the property of KSS Cleaning Services. Because personnel files contain confidential information, the only people who can see them are people with a legitimate business reason. If you wish to review your own file, contact the Human Resource/ Owner(s) of KSS Cleaning. You will need to give advance notice if you wish to see your file. You may review your file only when a representative of KSS Cleaning Services is also present.

### **Personal Information**

It is important that the personnel records of KSS Cleaning Services be accurate at all times. In order to avoid problems with your tax liability, or our ability to communicate with you regarding shift changes and the like, KSS Cleaning Services requires that you will promptly, notify your supervisor or human resources representative of any change in your name, home address, telephone number, number of dependents, or any other information pertinent to your employment with KSS Cleaning Services. To change your personal information, or if you have questions about what information is required, contact the KSS Cleaning Services Human Resource/ Owner(s).

As the result of your employment at KSS Cleaning Services, you will acquire and have access to confidential information belonging to KSS Cleaning Services of special and unique value. This includes such matters as KSS Cleaning Services personnel information, suppliers, procedures, cost of merchandise, sales data, price guidelines and margins, financial information, records, business plans, prospect names, business opportunities, confidential reports, customer lists and contracts, as well as any other information specific to KSS Cleaning Services.

As a condition of employment, you must and hereby do agree that all such information is the exclusive property of the Company, and you will not at any time disclose to anyone, except in the responsible exercise of your job, any such information whether or not it has been designated specifically as "confidential". Signing a separate confidentiality agreement further



clarifying this policy at KSS Cleaning Services's requests is also a condition of your continued employment with KSS Cleaning Services.

If you are ever unsure of your obligations under this policy, it is your responsibility to consult with your supervisor for clarification.

### **Employee Relations**

We believe that the work conditions, wages, and benefits we offer to employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that KSS Cleaning Services fully demonstrates its commitment to employees by responding effectively to employee concerns.

### **Performance Evaluations**

Each new employee will be given an oral or written job description that details the requirements and expectations of the new position. On an on-going basis, an employee's work habits and abilities will be evaluated to make sure the job is performed satisfactorily.

Since employment with KSS Cleaning Services is voluntary and at will, the employee may terminate his or her employment at any time, with or without cause or advance notice, likewise KSS Cleaning Services also may terminate employment at any time, with or without cause or advance notice.

## **General Policies**

### **Business Ethics and Conduct**

We expect KSS Cleaning Services employees to be ethical in their conduct. It affects our reputation and success. KSS Cleaning Services requires employees to carefully follow all laws and regulations and have the highest standards of conduct and personal integrity.

Our continued success depends on our customers' trust. Employees owe a duty to the Company, our customers, and shareholders to act in ways that will earn the continued trust and confidence of the public.

As an organization, KSS Cleaning Services will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resource/ Owner(s) of KSS Cleaning for advice and consultation.

It is the responsibility of every employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

### **Conflicts of Interest**

KSS Cleaning Services has guidelines to avoid real or potential conflicts of interest. It is your duty as an employee to follow the following guidelines about conflicts of interest. If this is not clear to you or if you have questions about conflicts of interest, contact the KSS Cleaning Services Human Resource/ Owner(s).

Whenever you conduct business with another company, you must work within the guidelines set up and controlled by the executive management of KSS Cleaning Services. Business dealings with other companies should not result in unusual gains for those companies. "Unusual gains" means bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls that will benefit the other company or an employee at that company. The company executive management must first approve any promotional plans that could be interpreted to result in unusual gains for another company.

What is a conflict of interest? An actual or potential conflict of interest is when you are in a position to influence a decision or have business dealings on behalf of KSS Cleaning Services that might result in a personal gain for you or for one of your relatives. For conflicts of interest, a relative is any person who is related to you by blood or marriage, or whose relationship with you is similar like be a relative even though they are not related by blood or marriage.

We do not automatically assume that there is a conflict of interest if you have a relationship with another company. However, if you have any influence on transactions involving purchases, contracts, or leases, you must tell an officer of KSS Cleaning Services as soon as possible. By telling us that there is the possibility of an actual or potential conflict of interest, we can set up safeguards to protect everyone involved.

The possibility for personal gain is not limited to situations where you or your relative has a significant ownership in a firm with which the Company does business. Personal gains can also result from situations where you or your relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealing involving KSS Cleaning Services.

### **Outside Employment**

You may hold an outside job as long as you can satisfactorily perform your KSS Cleaning Services job and the job does not interfere with our scheduling demands.

We hold all employees to the same performance standards and scheduling expectations regardless if they have other jobs. To remain employed at KSS Cleaning Services, we will ask you to terminate an outside job if we determine that it is impacting your performance or your ability to meet our requirements, which may change over time.

You may not have an outside job that is a conflict of interest with KSS Cleaning Services. Also, you may not get paid or get anything in return from a person outside the company in exchange for something you produce or a service you provide as part of your KSS Cleaning Services job.

### **Substance Abuse Policy**

KSS Cleaning Services takes seriously the problem of drug and alcohol abuse and is committed to providing a work-place free of such substances. This policy applies to all employees of KSS Cleaning Services.

No employee can consume, possess, sell, or purchase any alcoholic beverage on any property owned by KSS Cleaning Services, or in any vehicle owned or leased by KSS Cleaning Services. No employee may use, possess, sell, transfer, or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity while working for KSS Cleaning Services. The exceptions are over-the-counter pain relievers and the like, used as intended and directed, and any other drugs that have been prescribed to you, and which are being used as prescribed by your doctor.

KSS Cleaning Services will not tolerate employees that are impaired by or under the influence of alcohol or drugs while working.

In cases where the use of alcohol or drugs poses a threat to the safety of other people or property, you must report the violation. Employees who violate our Substance Abuse Policy will be subject to disciplinary action, up to and including termination.

As a part of KSS Cleaning Services policy to ensure a drug and alcohol free, workplace, within the limits of applicable federal and state laws, KSS Cleaning Services reserves the right, in its sole discretion, to test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

- A) In conjunction with an offer of employment with KSS Cleaning Services;
- B) Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
- C) As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
- D) On a random basis, where allowed by statute;
- E) As a follow-up to a rehabilitation program, where allowed by statute;
- F) As needed for safety of employees, customers, or general public where allowed by statute.

If the employee is unable to complete a urine drug or breathalyzer alcohol test upon request, the supervisor and/or KSS Owner will escort them, at that same time, to conduct further lab testing. Lab testing must be completed immediately following the inability to produce urine testing, if request is after business hours, the employee has only 12 hours to complete the testing at the Employer specified lab. The employee will not be able to return to work until the testing has been completed. All tested employees will be able to receive a copy of the laboratory results that certify the results, or the testing done. It is a condition of your employment and continued employment with KSS Cleaning Services that you comply with the Substance Abuse Policy.

### **Harassment and Discrimination Policy**

KSS Cleaning Services is proud of its work environment in which all employees are treated with respect and dignity. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination or harassment, including racial and sexual harassment. Any employee found to have engaged in any form of discrimination or harassment, whether verbal, physical, or arising out of the work environment, and whether in the work place, at work assignments off-site, at KSS Cleaning Services -sponsored social functions, or elsewhere, is unacceptable and will not be tolerated.

KSS Cleaning Services general harassment policy is designed to ensure that all individuals can work in an environment that promotes equal opportunities and prohibits discrimination and harassment on the basis of race, religion, color, sex, age, national origin, mental or physical disability, veteran or family status, or any other status or condition protected by applicable

federal, state, or local laws. Remember, KSS Cleaning Services is a multi-cultural firm and we must all be sensitive to and tolerant of the background of others. When in doubt, don't say it or do it.

For purposes of this policy, sexual harassment is defined as follows:

Unwelcome or unwanted sexual advances, requests for sexual favors, and other verbal, nonverbal, or physical conduct of a sexual nature when (1) submission to or rejection of this conduct by an individual is used explicitly or implicitly as a factor in decisions affecting hiring, evaluation, promotion, or other aspects of employment; or (2) this conduct substantially interferes with an individual's employment or creates an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to, unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued employment; repeated sexual jokes, flirtations, advances, or propositions; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess, or sexual deficiencies; leering; whistling; touching; pinching; assault; coerced sexual acts; suggestive insulting; obscene comments, gesture, and emails; and display in the work place of sexually suggestive objects or pictures.

For purposes of this policy, racial harassment is defined as all inappropriate conduct and activity taken against an individual because of his or her race and/or national origin.

Examples of racial harassment include, but are not limited to, racial comments, racial jokes or emails, treatment of an individual differently because of his or her race, and all other activities defined by Title VII of the U.S. Civil Rights Acts of 1964.

If you believe that you have been the victim of sexual or other harassment or discrimination in the workplace, you should take the following steps:

- 1) Report and discuss the matter with your supervisor.
- 2) If you believe your supervisor or manager to be the source or a participant in the harassment, report this to another supervisor or your Human Resource/ Owner(s).

KSS Cleaning Services will investigate and attempt to resolve your complaint, as well as take any warranted disciplinary action, as soon as possible. If for any reason you believe this has not occurred within a reasonable period of time, refer this problem to any other supervisor in the company, or to KSS Cleaning Services President.

Retaliation against any individual who makes a good faith complaint, or who cooperates in the investigation of any complaint, is strictly prohibited and should be reported immediately.

## **Weather Policy**

Office closings will be determined by Salary Management/Owners based on severity of weather in the Joplin Metro Area. Division closings and often customer specific, case by case decisions will be based on customer needs and requirements. In the event of a weather closing, employees will be notified via a text or phone call by the Field Supervisor or Operations Manager.

When inclement weather is known, and forecast, Managers and Supervisors are expected to take home all necessary items (i.e. laptop, cell phone, files) to perform their regular duties remotely.

Likewise, it's the responsibility of all employees/ cleaning professionals to plan and prepare in advance as well. Based on client needs and their work schedule, when the cleaning schedule is resumed every effort is expected to be made on the employee behalf to plan, prepare ahead of time and arrive as scheduled. It is the responsibility of the employee to plan and prepare ahead of time in expectation of inclement weather assuming the work schedule will remain active as scheduled and taking the necessary precautions to arrive as scheduled and on time. Arriving late, leaving early and/or not arriving for work at all as scheduled, during inclement weather, is not an excusable absence and/or tardy and does not waive the issuance of occurrence(s).

## **Attendance and Punctuality**

KSS Cleaning Services believes that a good record of attendance and punctuality is an essential component of good work performance. You are expected to arrive at work before you are scheduled to start your shift and be at your workstation by your scheduled start time. Full attendance of each shift is expected of every employee. An employee is considered tardy if he or she is not at the work position at the scheduled start time.

If employees take an unscheduled absence, they must notify KSS Cleaning Services in the following manner no less than 2 hours prior to the start of their shift for the absence to be deemed as unexcused. Sending a text or email to call in is unacceptable and considered a no-call, no-show.

To report an absence, tardy and/or leaving early during normal office hours (Mon-Fri, 8am to 5pm), call the Human Resource/ Owner(s). During all other times, call the on-duty Field Supervisor. Calls to any other personnel regarding attendance will not be accepted.

For any absence that is three (3) days or more, you are required to supply us with a doctor's note, which includes specific dates of the illness, prior to returning to work. If you bring in medical documentation excusing you from work, you will not be given a point for that day and will not be assessed any further points for the period the doctor's note covers. Any absence of three or more consecutive workdays without proper notification to employee's supervisor shall be considered job abandonment and will result in termination of employment. KSS

Cleaning Services has a maximum of 4 occurrences per year. Occurrences roll off using a rolling calendar year. Attendance occurrences are given in the following increments:

#### **Occurrence Schedule**

<b>Documented Actions</b>	<b>Occurrence Worth</b>
Tardy	Half (1/2) Occurrence
Completing Half of a Scheduled Shift	Half (1/2) Occurrence
Unscheduled Absence	One (1) Occurrence
Completing Less Than Half of a Scheduled Shift	One (1) Occurrence
No Call, No Show	Two (2) Occurrences

Excessive absences may result in disciplinary action, up to and including termination.

#### **Personal Appearance and Dress Code**

Personal appearance can influence what customers think about KSS Cleaning Services. Personal appearance can also impact the morale of co-workers.

During business hours or when representing KSS Cleaning Services, employees should be clean, well groomed, and wear appropriate clothes. This is particularly important if the job involves dealing with customers in person.

Where necessary, KSS Cleaning Services may make a reasonable accommodation to this policy for a person with a disability.

The following examples should help employees understand the KSS Cleaning Services personal appearance guidelines:

- Shoes must provide safe, secure footing, and offer protection against hazards.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.

- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Torso body piercing with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.

The key point to sustaining an appropriate casual business attire program is the use of common sense and good judgment and applying a dress practice that the Company deems conducive to our business environment. If you question the appropriateness of the attire, it probably isn't appropriate. Requests for advice and assistance in administering or interpreting this guideline should be directed to your supervisor.

**Construction** - Appropriate attire is to be worn at all times unless otherwise told.

- Appropriate Construction attire for employees includes the following:
- Hard hats
- Safety Glasses
- Company shirt and/or Company Safety Vest
- Tee Shirt with 4 inch sleeve
- Steel Toe Boots

**All other divisions** – Appropriate casual attire for daily wear is as follows:

- Company T-Shirts with logos and/or Company Apron with plain or pocket T-shirts underneath
- Athletic wear
- Blue denim jeans
- Tennis shoes
- Deck shoes

**Unacceptable Attire :**

- Any shirt other than the KSS Company shirt
- Cutoffs
- Thong shoes of any kind
- Spandex or Lycra such as biker shorts
- Tank tops, tube tops, halter tops with spaghetti straps
- Underwear as outerwear
- Beach wear
- Midriff length tops
- Provocative attire
- Off-the-shoulder tops
- Workout clothes or shoes
- Evening wear



**Appropriate Office Personnel Attire** – Appropriate business casual attire for employees and office staff include the following:

*Men*

- Slacks, Chinos or Dockers
- Polo shirts with collars
- Oxford button-down shirts
- Sweaters and cardigans
- Loafers and huaraches

*Women*

- Slacks
- Stirrup pants
- Capri pants
- Polo shirts
- Culottes, skorts, or splint skirts
- Loafers and huaraches
- Sweaters
- Closed toed sandals
- Business style dresses or suits that are modest and professional
- Leggings, jeggings or tights may be worn under dresses, skirts or a long tunic/sweater. They may not be worn solely as pants.

**Unacceptable Business Casual Attire**

- Plain or pocket T-shirts
- Cutoffs T-shirts with logos
- Athletic wear
- Thong shoes of any kind
- Spandex or Lycra such as biker shorts
- Tennis shoes
- Tank tops, tube tops, halter tops with spaghetti straps
- Deck shoes
- Underwear as outerwear
- Beach wear
- Midriff length tops
- Provocative and revealing attire
- Off-the-shoulder tops
- Workout clothes or shoes
- Evening wear

Department managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If questionable attire is worn in the office, the respective department supervisor/manager will hold a private discussion with the employee to counsel on inappropriate attire.

2. If a supervisor finds that an employee's personal appearance is inappropriate, he or she will be asked to leave work and return properly dressed and groomed. When asked to leave, the employee will not be paid for the time away from work.

3. Repeated policy violations will result in disciplinary action, up to and including termination.

### **Smoking**

Our goal is to provide a healthy and pleasant work environment for all employees. KSS Cleaning Services prohibits any form of tobacco use on KSS Cleaning Services and/or client premises.

### **Lunch Period**

Lunch breaks varies from each division and or project. You will need to seek direction from your supervisor for specific instruction for your position. Any other breaks during the work day must be approved in advance by your supervisor and shall also not be paid.

### **Cell Phone Policy**

KSS Cleaning Services prohibits employees using cell phones while clients are in the office area. Cell phones may be used before work or during lunch. If there is an emergency that requires the employee to use the cell phone, please make your supervisor aware of the emergency. All cell phones are to be kept in the employee's, vehicle or company van, purse or locker. All purses with phones need to be kept in the employee's locker, the closet or coat rack. The cell phone ringer is either to be on vibrate or off, so it cannot be heard in the business office. Phones may be recharged at work, but the phone must be in the off position.

### **Workplace Monitoring**

KSS Cleaning Services may conduct workplace monitoring to help ensure quality control, employee safety, security, and customer satisfaction.

All computer equipment, services, or technology that we furnish you are the property of KSS Cleaning Services. We reserve the right to monitor computer activities and data that is stored in our computer systems. We also reserve the right to find and read any data that you write, send, or receive when using KSS Cleaning Services equipment.

We may perform video surveillance of non-private workplace areas. We use video and/or audio monitoring to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage and prevent harassment and workplace violence.

Because we are sensitive to employees' legitimate privacy rights, we will make every effort to guarantee that workplace monitoring is always done ethically and with respect.

## **Employee Conduct and Work Rules**

We expect you to follow certain work rules and conduct yourself in ways that protect the interests and safety of all employees and KSS Cleaning Services.

While it is impossible to list every action that is unacceptable conduct, the following lists some examples. Employees who break work rules such as these may be subject to disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- 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
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies Unsatisfactory performance or conduct

Since your employment with The Company is voluntary and at will, you may terminate your employment at any time you want, with or without cause or advance notice. Likewise, The Company may terminate your employment at any time, with or without cause or advance notice

## **Use of Company Computers, E-mail, and Internet**

Employee use of company computers, printers, peripherals, and electronic equipment is for job related or approved activities only. Inappropriate use of company computers, which may be defined from time to time at the discretion of KSS Cleaning Services, may subject you to discipline, up to and including termination. Inappropriate use includes, but is not limited, to the following:

A) Use of Company computers to send or receive messages, pictures, or computer files which are illegal, pornographic, sexist, racist, harassing, or discriminatory. If you receive such material, you should notify your supervisor immediately.

B) Loading software that is not approved in advance by management.

C) Making illegal copies of licensed software.

D) Using software that would provide unauthorized access to Company's computers or would disrupt our equipment in any way. E) Unauthorized or personal use of social media such as Facebook, you tube, twitter, etc. F) Using Company computers, printers, or email for personal and/or non-Company related use, unless authorized by your immediate supervisor.

Any message or file created or emailed using any KSS Cleaning Services computer is the property of KSS Cleaning Services. You should have no expectation of privacy or confidentiality in any message or file that is created, stored, or sent using the computers or other communication equipment belonging to KSS Cleaning Services, and KSS Cleaning Services reserves the unilateral right to review, monitor, access, audit, intercept, copy, print, read, disclose, modify, retrieve, and delete any work you do on a Company computer, including email.

If provided, your KSS Cleaning Services email account is strictly for business communication only and is not for personal use.

Except as authorized by your supervisor in the course of your work duties, you are not authorized to access the computer(s), email account(s), or files of any other KSS Cleaning Services employee.

If provided, Internet access is likewise strictly for business purposes only and is not for personal use. KSS Cleaning Services reserves the unilateral right to review, monitor, access, audit, intercept, and disclose an employee's use of the Internet at any time, with or without notice, and with or without an employee's permission. You should have no expectation of privacy or confidentiality with respect to any use of the Internet at work.

## **Resignation**

You, as an "at will" employee not subject to an employment contract, may choose to end your employment with KSS Cleaning Services at any time, with or without good cause.

You are requested to submit a notice of resignation in writing to your supervisor two (2) weeks prior to the date you intend your resignation to take effect, to assist KSS Cleaning Services in planning for your departure.

Dismissal As an "at will" employee not subject to an employment contract, KSS Cleaning Services is entitled to terminate your employment at any time and for any reason or for no

reason at all, regardless of your work performance or compliance with the rules set forth this Manual.

### **Automatic Dismissal**

The commission of any offense considered serious enough by KSS Cleaning Services management, without limitation to those outlined below, will, except in extraordinary circumstances in the sole discretion of KSS Cleaning Services management, be followed by the immediate dismissal of that employee:

- \* Making false statements or omitting pertinent facts on an employment application or in an employment interview;
- \* Threatening, assaulting, fighting with, or harassing another employee or anyone else encountered during the course of business;
- \* Stealing or deliberately damaging the company's or other employees' property;
- \* Possessing a weapon at work;
- \* Reporting to work under the influence of alcohol, narcotics, or other drugs, unless the drug was prescribed for the employee by a physician;
- \* Falsifying or destroying company documents or computer files;
- \* Conviction of a felony offense and/or imprisonment;
- \* Taking unauthorized leave or failing to show up at work;
- \* Leaving early unannounced and unplanned;
- \* In the case of commercial drivers: Transporting unauthorized passengers in company vehicles
- \* In the case of salespersons: Salespersons who make false claims about the product or sell unauthorized products on Company time.

### **Progressive Discipline**

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at The Company.

We believe it is important to make sure that all employees are treated fairly and that disciplinary actions are prompt, consistent, and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Disciplinary action may be any of the following four steps:

- verbal warning,
- written warning,
- suspension with or without pay, or
- termination of employment.

We will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

In most cases, progressive discipline means that we will normally take these steps in the following order:

- 1) a first offense may call for a verbal warning;
- 2) a next offense may be followed by a written warning; and,
- 3) another offense may then lead to termination of employment.

In very serious situations, some types of employee problems may justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

You should also look at the Employee Conduct and Work Rules policy in this handbook. That policy lists examples of unacceptable conduct that might result in immediate suspension or termination of employment. However, some of the examples of unsatisfactory conduct listed may result in the progressive discipline process described above instead of immediate suspension or termination.

### **Exit Interview**

Upon termination of employment, voluntary (by the employee) or involuntary (by the employer), with or without cause in both cases, a representative of KSS Cleaning Services may choose to have an exit interview with the departing employee.

Any employee who terminates his or her employment or is terminated by KSS Cleaning Services shall return all files of any kind, keys, tools, and any other materials whatsoever that are the property of KSS Cleaning Services.

Unless otherwise prohibited by applicable state or federal law, final settlement of your pay will not be made until all property owned by KSS Cleaning Services is returned in satisfactory condition. The cost of replacing any items not returned will be deducted from your final paycheck, or, if this is not possible, due to legal restrictions or otherwise, legal action may be taken to recover any property or money due to KSS Cleaning Services. All last and final paychecks will be "Live" (paper check) Separated employees may pick up their final paycheck up from the KSS Office only, any time after 12 pm on a regular payday. Final paychecks will not be released without review and signed confirmation of the Employee's personal CPR form.

## **Work Hours and Overtime Pay**

The normal work day is eight (8) hours, and forty (40) hours represents a normal work week, commencing 12:01 AM Sunday and ending on midnight on the following Saturday. While you are generally expected to work the number of hours stated above, KSS Cleaning Services does not guarantee that you will actually work that many hours in any given day or week.

For hourly employees, overtime work is only performed when approved in writing and in advance by your supervisor. You are expected to work necessary overtime when requested to do so, and you will receive time and a half when work exceeds forty (40) hours in any given work week.

## **Clocking In/ Out and Timecards**

You must clock in and out using the Workforce app, where you are scheduled for jobs. Texting time in and out is not acceptable. You are not allowed to clock in or out for another employee. Should your work time be incorrectly entered, your supervisor will note the correct start and/or end time and initial the correction. Your supervisor must approve all time adjustments. Failure to clock in and out may result in loss of pay for unverifiable work, and -- for repeated failure to use the time clocks appropriately -- in disciplinary action, up to and including termination.

Your time card is due weekly by Mondays at 8am. Submit your timecard by texting a picture of the entire, completed card to the office phone, 417825.6055. ***Submitting late timecards can potentially postpone your pay for that week until the following pay period.***

Falsifying time worked can lead to disciplinary action, up to and including termination. Furthermore, the falsification of time worked is a fraudulent act for which an employee may be prosecuted.

## **Payroll**

You will be paid for your work weekly on Wednesdays. Pay period is for the full work week (Sunday-Saturday) prior to payday. Time cards are due weekly on Mondays by 8am for the week prior and can be emailed, texted or dropped off at the KSS Office. In the event that a regularly scheduled payday falls on a holiday that the KSS Office is closed, you will receive your pay on the next business day.

If there is an error in your pay check, notify Human Resource/ Owner(s) immediately. Every effort will be made to remedy the discrepancy as quickly as possible. (Paper Checks) If your pay check is lost or stolen, notify Human Resource/ Owner(s) immediately. A new pay check will be issued after payment has been stopped on the original check. KSS Cleaning Services will not be

obligated to indemnify an employee for any monetary loss suffered as a result of a lost pay check if we are unable to stop payment on the original check.

KSS Cleaning Services will deduct Federal, Social Security and Income Tax and all other legally required deductions from your payroll check each pay period.

### **Employee Benefits**

Except where required by applicable state or federal law, the benefits provided to employees by KSS Cleaning Services are subject to change at any time. Please communicate with Human Resource/ Owner(s) if you have any questions concerning the benefits available to you as an employee of KSS Cleaning Services.

#### **Holidays**

KSS Cleaning Services observes the following holidays:

- a) New Year's Day
- b) Memorial Day
- c) Independence Day
- d) Labor Day
- e) Thanksgiving
- f) Christmas

Salaried Managers will be paid for all Company recognized holidays, however holidays for regular part or full-time employees are unpaid. The office will be closed, except in emergency situations. Each year, the calendar date that the holiday is recognized by KSS changes so contact your supervisor for holiday instructions specific to your position. The day the holiday falls on May or may not be the day recognized by KSS as the holiday.

For nonexempt employees using paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

#### **Paid Time Off (PTO)**

Paid Time Off (PTO) is an all purposed time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s), after their initial 90 days of employment are eligible to earn and use PTO as described in this policy:

- \* Regular full and part-time employees

Employees begin to earn PTO according to the following schedule.

All regular, full-time employees, except Salary Management and above who work, accrue PTO per pay period as follows:

- \*Upon initial eligibility the employee accrual rate is 0.0193 hours per hour worked.



\*After 3 years of eligible service the employee accrual rate is 0.0275 hours per hour worked

\*After 5 years of eligible service the employee accrual rate is 0.031 hours per hour worked

\*After 7 years of eligible service the employee accrual rate is 0.035 hours per hour worked

For all Salary Managers and above positions:

\*Upon initial eligibility, the employee accrual rate is 0.0193 hours per hour worked. Eligibility occurs after 90 days of employment.

\*After 3 years of eligible service the employee accrual rate is 0.031 hours per hour worked

\*After 5 years of eligible service the employee accrual rate is 0.0393 hours per hour worked

\*After 7 years of eligible service the employee accrual rate is 0.0425 hours per hour worked

\*After 10 years of eligible service the employee accrual rate is 0.0475 hours per hour worked

Hourly employees may not take less than one half day (4 hours) PTO at a time. Salary employees may not take less than one full day PTO at a time. If you need to be absent from work unexpectedly, you should tell your supervisor before the scheduled start of your workday, if possible. Your supervisor must also be contacted on each additional day of an unexpected absence.

To request, schedule and/or utilize planned PTO, employees should first submit the request in writing to the approving manager, Time Off Request or (TOR), when turning in a TOR, KSS Cleaning would like a two-week notice for any TOR (such as vacation, holidays, court dates, school events, doctor appointments, basically any event you will require time off for. Calling, texting or verbal requests are unacceptable. Each request will be approved or denied, at the discretion of the manager, based on several factors including our business need, staffing requirements and timeliness of the request. PTO requests must be submitted no less than 2 weeks before the requested time off.

You will be paid for PTO at your base pay rate as of the time of the absence. PTO pay does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

If you do not use your available PTO by the end of the benefit year, you may carry over the unused PTO to the next benefit year. If the total amount of your unused PTO reaches the "cap" amount of 64 hours, you temporarily stop accruing PTO. When you use PTO again and your total accrued PTO amount falls below the cap, you will start accruing PTO again.

If your employment terminates, you will not be paid for any unused PTO.

## **Bereavement Leave**

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Unpaid time off will be granted to allow the employee to attend the funeral and make any necessary arrangements associated with the death.

Bereavement leave up to three business days will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

KSS Cleaning Services defines "immediate family" as the employee's spouse, parent, grandparent, child, or sibling and in-laws of the same.

## **Food Allowance**

When working 120 miles or more, one-way trip, from employee residence to site address, a Food Per Diem will be given to each employee. Five Dollars for Breakfast (unless continental breakfast is provided at hotel), Five Dollars for Lunch and Ten Dollars for Dinner.

## **Hotel Allowance**

A Hotel Per Diem may be offered when working 120 miles or more one-way trip, from employee residence to site address. Miles will be determined by Google Maps from KSS office to site address. Rooms will be basic two queen beds with up to 4 employees per room.

## **Travel Time**

Time spent commuting from home to the workplace is not work time. Time spent traveling during normal work hours, as part of the job, is considered work time and employees are entitled to be paid for this travel time, after one hour of travel time, to and from job site.

## **Mileage Reimbursement**

KSS Cleaning Services authorizes the reimbursement of mileage to employees for the use of their privately-owned automobile for the conduct of business. The company recognizes the following two scenarios. The first is for "vicinity" travel, which is defined as travel within a fifteen-mile radius of the KSS Cleaning Services office building. The second is "point to point" travel in which the employee records the actual readings from the odometer and computes the mileage.

**A. Vicinity Travel:** Effective immediately, any travel within a 15 (fifteen) mile radius of the KSS administrative offices will not be reimbursed. Mileage from an employee's home will not be reimbursed nor will mileage back to an employee's home at the end of the day. Employees are expected to prepare for travel in anticipation of the next day's schedule.

**B. Point to Point Travel:** Employees who are asked to travel outside the local area (outside of the fifteen-mile radius) will be paid mileage based upon the automobile odometer readings at the beginning of a trip and at the end of the trip. Personal miles during a business trip should be deducted from the total.

**C. Mileage Payment :** KSS Cleaning Services will pay \$0.45 per mile for reimbursement. KSS Cleaning Services reserves the right to change this amount based upon business necessity. Mileage reimbursement requests must be turned in weekly by 8am Monday for approval. Employees who abuse the mileage reimbursement are subject up to and including termination of employment.

## **Family Leave**

KSS Cleaning Services provides unpaid family leaves of absence to eligible employees who need to take time off from work duties to meet family obligations that are directly related to childbirth, adoption, or placement of a foster child. Family leave may also be requested to care for a child, spouse, or parent with a serious health condition. A serious health condition is an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility. A serious health condition can also include continuing treatment by a health care provider.

All employees who have worked at least 12 months with KSS Cleaning Services and have worked 1250 hours in the previous year are eligible to request family leave.

If you think you will need a family leave, give your request to Human Resource/ Owner(s) at least 30 days in advance of the date the leave would start. This will help us plan for your possible absence. If it is an unexpected situation, make your request as soon as possible.

If you request family leave due to the serious health condition of a child, spouse, or parent, you may be required to submit a health care provider's statement verifying the need for a family leave, the start and expected end dates, and the estimated time required.

An eligible employee may request up to a maximum of 6 weeks of family leave within any 12-month period. The 6-week maximum applies to any combination of both family leave and medical leave during any 12-month period. Before beginning an unpaid family leave, you must first use any available paid leave you may have, such as vacation or sick benefits.

If your spouse is also employed by KSS Cleaning Services, as a couple you may be restricted to a combined total of 6 weeks leave within any 12-month period for childbirth, adoption or placement of a foster child, or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, KSS Cleaning Services will continue to provide health insurance benefits for the full period of an approved family leave.

Your benefits, such as vacation, sick leave, or holiday benefits, will not accrue during a family leave. When you return from leave, the benefits will start accruing again.

Please give us at least two weeks advance notice before you plan to return to work. When you return from family leave, you will go back to the same job if it is still available. If that job is no longer available, we will place you in an equivalent job that you are qualified for. If you do not come back to work promptly at the end of a family leave, we will assume that you have resigned.

## **Your Work Environment**

**Safety** Our workplace safety program is a top priority at KSS Cleaning Services. We want the Company to be a safe and healthy place for employees, customers, and visitors. A successful safety program depends on everyone being alert and committed to safety.

We regularly communicate in different ways with employees about workplace safety and health issues. These communications may include supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees are expected to obey all safety rules and be careful at work, whether at a company location or a customer's site. You must immediately report any unsafe condition to the appropriate supervisor. If you violate KSS Cleaning Services safety standards, you may be subject to disciplinary action, up to and including termination of employment. Violations include causing a hazardous or dangerous situation, not reporting a hazardous or dangerous situation, and not correcting a problem even though you could have corrected it.

It is very important to tell KSS Cleaning Human Resource/ Owner(s) or the appropriate supervisor immediately about any accident that causes an injury, no matter how minor it might seem at the time. When you report it quickly, we can investigate the accident promptly; follow the laws and start insurance and worker's compensation processing.

## **Use of Company Equipment**

KSS Cleaning Services will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor should any equipment be removed from KSS Cleaning Services work premises unless approved by your supervisor. This includes KSS Cleaning Services vehicles, computers, telephones, and two-way communication equipment.

Any items or packages taken out of the work place are subject to inspection at any time. Likewise, any personal locker or storage space provided to you is also subject to inspection at any time.

Personal telephone calls are not to be made using KSS Cleaning Services phones or on KSS Cleaning Services time, unless authorized by your supervisor. Any authorized personal calls should be kept to a minimum and made at a time that does not interfere with you or your co-workers' job performance.

Any KSS property such as but not limited to keys, badges, hard hats, safety glasses, laptops, and Company phones that are lost, stolen or damaged will be deducted from employee's paycheck. Cost of each is determined by management on a case by case basis.

Use of KSS Cleaning Services stationery, office supplies, or postage for personal use is strictly prohibited.

KSS Cleaning Services premises, telephones, and email are not to be used for employees or others to engage in the practice of soliciting collections or donations; selling raffles, goods, or services; operating betting pools; or solicitations of any kind.

Use of radios, audio headsets, and televisions, Company-owned or otherwise, is at the discretion of KSS Cleaning Services supervisors only, and – if allowed – must be used in a manner that does not interfere with the safety of the workplace or with the ability of others to perform their work.

## **Workplace Etiquette**

The Company can be a better place to work when all employees show respect and courtesy to each other. Sometimes there are problems when employees do not realize that they are bothering or annoying other people. If this happens to you, you should first try to solve the problem by politely telling your co-worker what is bothering you.

In most cases, if you use common sense, the problem can be fixed. We encourage you to keep an open mind. If another employee tells you about something that you are doing that makes it hard for that person to work, try to understand the other person's point of view.

The following are some guidelines and suggestions for how to be considerate of others at work. You will not necessarily be disciplined if you do not follow these suggestions, but the guidelines will help you get along with others. If you have comments or suggestions about workplace etiquette, contact the KSS Cleaning Human Resource/ Owner(s).

- Avoid public accusations or criticisms of other employees.
- Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.

- Minimize talking between workspaces or over cubicle walls.
- Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

## **Workplace Violence Prevention**

We are committed to preventing workplace violence and making The Company a safe place to work. This policy explains our guidelines for dealing with intimidation, harassment, violent acts, or threats of violence that might occur during business hours or on our premises at any time.

You are expected to treat your co-workers, including supervisors and temporary employees, with courtesy and respect at all times. You should not fight, play tricks on others, engage in “horseplay” or behave in any way that might be dangerous to other people. We do not allow firearms, weapons, and other dangerous or hazardous devices and substances on the premises of KSS Cleaning without proper authorization.

KSS Cleaning does not allow behavior at any time that threatens, intimidates, bullies, or coerces another employee, a customer, or a member of the public. This includes off-duty periods. We do not permit any act of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

You should immediately report a threat of violence or an act of violence by anyone to your supervisor or another member of management. If you report a threat of violence, give every detail you can.

Be sure to immediately report any suspicious person or activities to a supervisor. Do not place yourself in danger. If you see or hear trouble or a disturbance near your work area, do not try to see what is happening or try to stop it.

We will promptly and completely investigate all reports of violent acts or threats of violence. We will also promptly and completely investigate all suspicious people and activities. We will protect the identity of a person who makes a report when practical. Until we have investigated a report, we may suspend an employee, either with or without pay, if we think it is necessary for safety reasons or to do the investigation.

If you commit a violent act, threaten violence, or violate these guidelines in another way, you will be subject to disciplinary action, up to and including termination of employment.

If you are having a dispute with another employee, we encourage you to talk it over with your supervisor. KSS Cleaning wants to help you work out problems before they become more serious and possibly violent. We will not discipline you for bringing these types of problems to our attention.

## Respectful Workplace Corporate Policy

### Company and Owners Commitment

It is the commitment of this company and its owners to ensure this place of work is free from negative, offensive, aggressive, and inappropriate behaviors, and that the environment is aimed at providing high quality services in an atmosphere of respect, collaboration, openness, safety and equality. All employees have the right to be treated with dignity and respect. (Terms are used interchangeably throughout this policy.)

All complaints of negative and inappropriate workplace behaviors should be brought to the attention of the owners (specifically) and will be taken seriously as well as followed through to resolution. Employees who file complaints will not be victimized for “whistle-blowing” or reporting others for their inappropriate behavior.

### Scope

Protection from negative, offensive, aggressive, and inappropriate behaviors is companywide, regardless of position, and extends to management, fellow employees, subordinates, clients, other business contacts and all those in the presence of any KSS Cleaning employee (aka representing KSS) and expands beyond the place of work to off-site and work-related social events. It is the responsibility of all managers and employees of this company to provide a healthy workplace environment to peers and co-workers, where all communication and interactions are marked by dignity and respect.

### Acceptable and Healthy Workplace Behaviors

Defined Acceptable and healthy workplace behaviors are any behaviors that promote respect, positivity and civility in our workplace. They include, but are not limited to:

- Using ONLY respectful, supportive, and encouraging verbal and body language in ALL interactions, no matter the subject of conversation
- Likewise, the same language in all interactions should be used when communicating with anyone who is employed or in any conjunction with KSS, regardless if you are ‘at work’ or not when the conversation takes place

- Questioning a peer's position on an issue politely rather than asserting that your position is the right one; listening to your peer's position with an open mind
- Giving peers direct, non-personal feedback as opposed to criticism
- Expressing appreciation when a peer does something correctly and in a timely manner
- Respecting each other as adults and recognizing fellow peers were hired as adults, capable of controlling their words, actions and demeanor, likewise trusting their decision making abilities
- Approaching conflict with maturity and true desire for resolution, rather than as a fight, harsh or frustrated tone, confrontation or opportunity to belittle a co-worker  
Demonstrating self-control & maintaining a positive attitude both verbally & physically, even when you are having a bad day or moment
- **Every word & action you do should be to 'build' and not tear down the company, its respective owners, co workers, and those you come in contact with while representing KSS.**

### **Inappropriate and Unacceptable Behaviors Defined**

Inappropriate and unacceptable behaviors are defined as negative, offensive and even aggressive acts aimed, spoken or demonstrated at one or more individuals and causing them to feel hurt, offended, embarrassed, incompetent, disrespected or anxious. Examples include, but are not limited to:

- Foul language, period.
- A degree of how foul is irrelevant as this is a no tolerance policy.
- Raising your voice, yelling and/or having unprofessional reactions in general or at someone
- Emotional outbursts, berating others, using a harsh tone of voice
- Talking down to others or using degrading remarks or tone of voice
- Criticizing or talking down to others in front of a group; using a condescending tone
- Social exclusion or ostracism, ignoring others, silent treatment
- Treating some less favorably than others
- Undermining another's work by giving impossible to meet deadlines or workloads
- Arbitrary or punitive punishment without cause; inconsistent discipline to one or many employees
- Withholding pertinent work-related information; undermining another's work by not giving them enough information to do what is required of them
- Gossiping or spreading rumors
- Manipulating a person's job content; unwarranted removal of core responsibilities to make them feel bad
- Blaming others for things out of their control



- Acting “out to get” others
- Making threats; using intimidating tactics
- Any malicious behavior a reasonable person would find unprofessional, disturbing and harmful to their psychological health Any negative discussion of the managers of your position, job frustrations and/or issues with co workers (regardless of their position or yours)

These types of behaviors are well recognized as having damaging consequences for their recipients, the observers of the behavior, and the organization as a whole and are therefore not tolerated. **Immediate termination** (*only able to be determined and ruled upon by owners*) will be strongly considered with the single use of any profanity or any other unacceptable behavior as listed above, at any time, regardless of whereabouts, with any past or present employee or KSS relationship. All reports will be given prompt attention regardless of the position of the accused or accuser.

### **Management Responsibility**

Management and others in positions of authority and workplace representatives have a particular responsibility to ensure that healthy and appropriate behaviors are being exhibited at all times and that complaints to the contrary are addressed speedily. Management will:

- Provide good examples by treating all with courtesy and respect
- Promote awareness of the policy and complaint procedures
- Be vigilant for signs of inappropriate behaviors at work through observation and information seeking, and take action to resolve the behavior before it escalates
- Deal sensitively with employees involved in a complaint, whether as complainant or alleged aggressor
- Explain the procedures to be followed if a complaint of inappropriate behavior at work is made
- Ensure that an employee making a complaint is not victimized for doing so, and seek resolution of such behavior if it occurs
- Monitor and follow up the situation after a complaint is made so as to prevent recurrence of the behavior.

### **Employee Responsibility**

Employees can contribute to achieving a work environment which does not tolerate aggressive behavior at work. Employees should report what they see in the workplace as it relates to behaviors defined as unacceptable; employees are in a far better position than management to know what is happening with peers and co-workers. Employees should also co-operate with preventative measures introduced by management, and recognize that a finding of unacceptable behaviors at work will be dealt with through appropriate disciplinary procedures. Equally, a finding of vexatious complaints will also be dealt with through appropriate disciplinary procedures.

Process for Investigation of Complaints Complaints of this nature addressed in this addendum can specifically be taken directly to KSS Cleaning Services upper management staff. Contact information is provided below.

Please email Amy Schofield Ellis at [amy@ksscleaningservices.com](mailto:amy@ksscleaningservices.com) or text 417.434.2223 with any questions, concerns and/or complaints. We are happy to help.