



## **Employee Handbook**

## Table of Contents

<b>Section 1: Introduction:</b>	<b>1.1</b>	<b>Purpose of this Handbook</b>
	<b>1.2</b>	<b>Changes of Policy</b>
	<b>1.3</b>	<b>Employment Forms</b>
<b>Section 2. Terms &amp; Definitions:</b>	<b>2.1</b>	<b>Definition of "At-Will" Employment</b>
	<b>2.2</b>	<b>Types of Worker</b>
		<i>Exempt vs. Non-Exempt</i>
		<i>Regular vs. Temporary</i>
		<i>Part-time vs. Full-time</i>
		<i>Independent Contractors &amp; Consultants</i>
<b>Section 3. Payroll:</b>	<b>3.1</b>	<b>Payment Schedule</b>
	<b>3.2</b>	<b>Direct Deposit</b>
	<b>3.3</b>	<b>Wages</b>
	<b>3.4</b>	<b>Deductions &amp; Garnishment</b>
<b>Section 4. Rights &amp; Policies:</b>	<b>4.1</b>	<b>Equal Opportunity Employment Policy</b>
	<b>4.2</b>	<b>Accommodation for Disabled Employees</b>
	<b>4.3</b>	<b>Employment of Minors</b>
	<b>4.4</b>	<b>Employment of Relatives</b>
	<b>4.5</b>	<b>Religion &amp; Politics</b>
	<b>4.6</b>	<b>Private Information</b>
	<b>4.7</b>	<b>Leaves of Absence</b>
<b>Section 5: Employment Benefits:</b>	<b>5.1</b>	<b>Unemployment Insurance</b>
	<b>5.2</b>	<b>Workers' Compensation</b>
	<b>5.3</b>	<b>Social Security Benefits (FICA)</b>
<b>Section 6. Rules of Conduct:</b>	<b>6.1</b>	<b>On the Job</b>
		<i>Reporting for Work</i>
		<i>Missed Cleans due to No Shows and Late Call Outs</i>

***Training and Development***

***Clocking In***

***Scheduling***

***Staying Safe***

***Meals & Breaks***

***Cell Phone Use***

***Dress Code***

***Client Interaction***

***Company Equipment***

***Job Site Keys, Key Cards, and other  
Supplies and Equipment***

**6.2 Rules & Policies**

***Confidentiality***

***Discrimination & Harassment***

***Criminal Background Check***

***Theft Policy***

***Drugs and Alcohol***

**6.3 Disciplinary Action**

***Workplace Inspections***

***Workplace Spills and Accidents***

**Section 7. Acknowledgments:**

***At-Will Employment Agreement***

***Acknowledgement of Receipt of Employee  
Handbook***

**Section 8. Tools and Resources:**

***Workplace Injury Procedure***

## **Section 1. Introduction**

### **1.1. Purpose of this Handbook**

The purpose of this handbook is to familiarize you - the employee - with the policies, rules and other key aspects of It's R Joy, LLC (the "Company"). The information in this handbook supersedes all rules and policies that may previously have been expressed or implied, in both written and oral format. Compliance with this handbook is compulsory for all employees. The Company reserves the right to interpret this handbook's content as it sees fit, and to deviate from policy when it deems necessary. This handbook is not all inclusive and may not address every possible scenario that may occur. In the event a situation arises that is not specifically expressed in any section within this document, such matters will be handled within the framework and general guidelines of this handbook.

### **1.2 Changes of Policy**

It's R Joy, LLC reserve the right to change this handbook's content, at any time and at our sole discretion. Its provisions may not be altered by any other means, oral or written. You will receive written notice of any changes we make to the employee handbook, and are responsible for understanding and complying with all up-to-date policies. If you are confused about any information defined herein, please contact the Human Resources Manager.

### **1.3 Employment Forms**

All new employees are required to complete and submit the following forms. Starred (\*) forms can be found at the end of this manual. All others have been or will be provided separately.

#### ***At-Will Employment Agreement and Acknowledgement of Receipt of Employee Handbook \**** ***Employment Eligibility Form I-9***

On the day of hire, each new employee is legally obligated to complete the Employment Eligibility Verification Form I-9 and submit documents establishing identity and eligibility within the next three business days. The same policy applies to re-hired employees whose I-9's are over three years old or otherwise invalid.

#### ***Request for Taxpayer Identification Number and Certification Form W-9***

## **Section 2. Terms & Definitions**

It's R Joy, LLC typically employs less than 20 employee's regular and temporary, part-time employees on an "at-will" basis. This section defines the terms of "at-will" employment, as well as the different types of employees we hire.

### **2.1 Definition of "At-Will" Employment**

The job of an "at-will" employee is not guaranteed. It may be ended, at any time and with or without notice, by the employee or, for a lawful reason, by the Company. The Company also reserves the right to alter an "at-will" employee's benefits, pay rate, and assignments as it sees fit. The "at-will" terms of an employee's employment may only be changed by the President, CEO or CFO, and must be signed by the President or the CEO.

### **2.2 Types of Worker**

This section distinguishes between the different types of workers the Company employs. Employee status is established at the time of hire and may only be altered via a written statement signed by the Company.

#### ***Exempt vs Non-Exempt***

The majority of employees are non-exempt, meaning they are entitled by law to at least minimum wage and premium pay for overtime. Exempt employees are not subject to these laws. Exempt status is defined by particular standards set by state law and the Federal Labor Standards Act (FLSA). This class of employee is usually an executive, an administrator, or a highly paid specialist such as a programmer.

#### ***Regular vs. Temporary***

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must work at least 40 hours per week. A temporary employee is a person we hire for a short period (usually 3 months at maximum) to assist with a project or remedy a staff shortage. A temporary employee is also employed on an "at-will" basis (defined above).

#### ***Part-time vs. Full-time***

A part-time employee is one who consistently works less than an average of 35 hours per week. A full-time employee is one who is consistently works more than an average of 36 hours per week. Employees of It's R Joy, LLC are not eligible for health, dental, or vision benefits or paid vacation, leave, or sick days.

#### ***Independent Contractors & Consultants***

Independent contractors and consultants are not Company employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under Company direction, and control their own methods, materials and schedules. They are not eligible for Company benefits.

## **Section 3. Payroll**

### **3.1 Payment Schedule**

Employees are paid every other week, generally on Friday . In cases where the regular payday falls on a holiday, Employees will receive payment on the next business day after said holiday.

### **3.2 Direct Deposit**

It's R Joy, LLC uses ADP for payroll processing services. All employees must register with ADP. Direct deposit is the preferred method of payment delivery. If an employee declines to have direct deposit, a paper check will be issued; however, there may be a three business day delay.

### **3.3 Wages**

Wages vary from employee to employee and are based on level of skill and experience. The Company conducts regular evaluations of all employees and issues promotions as it sees fit. Employees who feel entitled to higher pay may contact Tara White to discuss.

In addition to regular pay, employees may have the option of earning overtime pay.

### ***Overtime***

A non-exempt employee may work overtime on the terms defined by Delaware law *pending prior authorization by his or her manager.*

### **3.4 Deductions & Garnishment**

Federal and state law requires that we deduct the following from every paycheck:

- Social Security
- Income tax (federal and state) Medicare
- State Disability Insurance & Family Temporary Disability Insurance
- Other deductions required by law or requested by the employee

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out the designated form and submit it to Accounting.

### ***Wage Garnishment***

Sometimes, the Company receives legal papers that compel us to garnish an employee's paycheck - that is, submit a portion of said paycheck in payment of an outstanding debt of the Employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid in full from withheld payments.

## **Section 4. Rights & Policies**

The following section summarizes your legal rights as an employee of It's R Joy, LLC. Questions about any policy detailed in this section may be addressed with a Human Resources representative.

### **4.1 Equal Opportunity Employment Policy**

The Company provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state or federal laws. This policy is applicable to hiring, termination and promotion; compensation; schedules and job assignments; discipline; training; working conditions, and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.

### **4.2 Accommodation for Disabled Employees**

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request, and to provide medical proof of his or her needs upon the Company's request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical papers proving their working cannot harm themselves or others and their work remains at acceptable standards.

### **4.3 Employment of Minors**

All employees of It's R Joy, LLC must be 18 years of age or older.

### **4.4 Employment of Relatives**

The employment of relatives can prove problematic, particularly situations where relatives share a department or a hierarchical relationship. The Company will not hire relatives to work in any potentially disruptive situation. An employee must inform us if he or she become a co-worker's relative. If at any time we perceive the situation to be dysfunctional, we may have to reassign or ask for one relative's resignation in order to remedy the situation.

#### **4.5 Religion & Politics**

It's R Joy, LLC is respectful of all employees' religious affiliations and political views. We ask that if you choose to participate in a political action, you do not associate the Company in any way.

We are happy to work with employees to accommodate political and religious obligations, provided accommodations are requested from a manager in advance.

#### **4.6 Private Information**

Employee information is considered to be private and only accessed on a need-to-know basis. Your healthcare information is completely confidential unless you choose to share it. In some cases, employees and management may receive guidelines ensuring adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Personnel files and payroll records are confidential and may only be accessed for legitimate reason. If you wish to view your files, you must set up an appointment in advance with Human Resources. A Company-appointed record keeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Company premises. You may not alter your files, although you may add comments to items of dispute.

Certain information, such as dates of employment and rehiring eligibility, are available by request only. We will not release information regarding your compensation without your written permission.

#### **4.7 Leaves of Absence**

Employees requiring time off from work may apply for a leave of absence.

All leaves must be approved by management. For planned leaves, employees must submit requests at least 5 days in advance. Emergency leaves must be requested as soon as possible. Accepting/performing another job or applying for unemployment benefits during leave will be considered voluntary resignation.

We consider all requests in terms of effect on the Company and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave, unless the law states otherwise. However, the Company will try to reinstate each returning employee in his or her old position, or one that is comparable.

Below are the three main types of leave that It's R Joy, LLC offers employees. Some, but not all, are governed by law.



***Work-Related Sickness & Injury***

Employees eligible for Worker's Compensation rendered unable to work because of work-related injury or illness will receive an unpaid leave for the period required. For eligible employees, the first 12 weeks will be treated concurrently as a family and medical leave under the Family and Medical Leave Act.

***Maternity***

An employee disabled on account of pregnancy, childbirth, or a related medical condition may request an unpaid leave of absence of up to four months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest and recovery from childbirth.

***Election Days***

Provided an employee's schedule does not allow time for voting outside of work, and that he/she is a registered voter, he/she may take up to two hours, with pay, at the beginning or end of a workday, to vote in local, state or national elections.

## **Section 5. Employment Benefits**

The following is merely an overview of the Company's benefits package. It does not contain all relevant information. Please contact Tara White to obtain all details.

### **5.1 Unemployment Insurance**

Employees rendered unemployed through no fault of their own or due to circumstances described by law, receive unemployment insurance. State agencies administer this insurance and determine benefit eligibility, amount (if any), and duration.

### **5.2 Workers' Compensation**

Workers' Compensation laws compensate for accidental injuries, death and occupational disabilities suffered in the course of employment. It's R Joy, LLC provides Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments and hospital, medical and surgical expenses (paid directly to hospital/physician) and assistance in injured employees in returning to suitable employment.

### **5.3 Social Security Benefits (FICA)**

Both employees and the Company contribute funds to the federal Social Security Program, which provides retirees with benefit payments and medical coverage.

## **Section 6. Rules of Conduct**

### **6.1 On the Job**

#### ***Reporting for Work***

Employees are expected to begin and end each shift at the time and on the day appointed. You must inform your supervisor at least 4 hours *before* the start of the work day if you will be absent or late, and obtain his or her permission to leave early. Absences and late arrivals will be recorded. Should your absences or tardiness exceed a reasonable limit, you will be subject to disciplinary action and possible termination. Failing to call one's supervisor or report to work for two consecutive workdays will be considered voluntary resignation, and result in removal from payroll.

#### ***Missed Cleans due to No Shows and Late Call Outs***

In the event an employee is a no show or calls out less than 4 hours *before* the start of the work day and It's R Joy LLC is unable to find a replacement, any chargeback received by It's R Joy LLC from the client as a result of the missed clean will be charged to the employee who called out or was a no show. The total amount of the chargeback will be subtracted from the employees check or checks until the balance is paid in full.

#### ***Training and Development***

It's R Joy, LLC will offer on the job, hands-on training for all new employees. Occasionally, formal training and development will be mandatory. Employees will be given at least one week's notice and the training will be listed on the employee's schedule.

#### ***Clocking In***

It's R Joy, LLC uses Paycor Scheduler for clocking in and out of work. This is a free application that can be downloaded on your smartphone or tablet. If you do not have a smartphone or tablet, please discuss this with your supervisor, so he or she can assist you with your clocking in and out process. You will be provided an email link to set up the Paycor feature. You must be inside your assigned building, during your scheduled shift in order to clock in. It is your responsibility to clock in when you begin your shift and clock out when you finish. If you forget, bear in mind that your timecard cannot be updated without your supervisor's approval.

#### ***Scheduling***

Paycor Scheduler will be used to post employee's weekly schedules. Schedules will be posted no later than the Wednesday prior to the new work week. Our work week begins on Sunday.

#### ***Staying Safe***

Safety in the workplace is the Company's number one priority. You must inform your supervisor in the event of unsafe conditions, accident or injury, and use safe working methods at all times.

#### ***Meals & Breaks***

Unless defined otherwise by Delaware state law, non-exempt employees are entitled to a paid 10-minute break for every four hours of work, as well as a 30-minute meal break for any shift lasting longer than five hours.

### ***Cell Phone Use***

Cell phones brought to work must be on silent or vibrate mode to avoid disrupting coworkers. They may only be used during breaks and meal periods, away from where others are working. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used.

Employees who receive Company cell phones should strive to use them for Company business only. All phones must be shut off during meetings.

### ***Dress Code***

Unless the individual job requires a different uniform, each employee will be issued a uniform shirt, apron, and picture name badge. Each employee is required to wear these items during each assigned shift. In addition, dark colored pants and comfortable work shoes, boots, or sneakers are required. Shorts, skirts, open-toed shoes, sandals, heels, and other similar articles are strictly prohibited. All uniforms must be neat, clean, and free from wrinkles. Additional or replacement uniform shirts, aprons, and badges may be purchased at the employee's expense. Please check with your supervisor if you need to order any of these items.

### ***Client Interaction***

Employees that work for or represent work sites are considered the client of It's R Joy LLC. At no time should It's R Joy, LLC employees discuss business, contract or cleaning issues, or engage in any other interaction as it relates to the business relationship, with any representative from the work site. If the client has an issue, employees should refer him or her to an It's R Joy, LLC supervisor.

### ***Company Equipment***

If an employee discovers that any equipment owned by It's R Joy LLC is broken, it should be reported to the supervisor immediately. If the piece of equipment is broken due to employee negligence, such as horseplay or intentional misuse, the cost to repair or replace the equipment will be charged to the employee.

### ***Job Site Keys, Key Cards, and other Supplies and Equipment***

Most job sites will issue keys and/or key cards or fobs to It's R Joy LLC in order to gain access to the building and areas within the building that need to be cleaned. It's R Joy LLC will then assign responsibility of those keys and/or key cards or fobs to their employees who are directly responsible for cleaning the building. At the end of a contract and/or when an employee is no longer working for It's R Joy LLC; it is the employees sole responsibility to return all keys, key cards, fobs, and/or any other equipment belonging to It's R Joy LLC or its clients. The employees final check will be withheld until all items have been returned.

## **6.2 Rules & Policies**

### ***Confidentiality***

No previous or current employee may disclose or give access to confidential Company information, in any way or at any time, unless otherwise authorized by Management.

### ***Discrimination & Harassment***

In keeping with our Equal Opportunity Employment clause, the Company will not tolerate on-site discrimination or harassment on any legally protected basis, including that of physical characteristics, mental characteristics, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Harassment and discriminatory behavior among employees or contractors

will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point the Company will investigate and take corrective action. You are welcome to seek legal relief if you find the Company's actions inadequate.

### ***Criminal Background Check***

All employees are required to pass a basic criminal background check. Based on client need, it will sometimes be necessary to conduct a more thorough criminal background check, up to and including Child Abuse Screening and Fingerprinting. If an employee fails to disclose his or her criminal record and then fails the criminal background check, he or she will be terminated and must reimburse the Company the costs incurred for any background checks.

### ***Theft policy***

Theft of any property belonging to It's R Joy, LLC or its clients is strictly prohibited. It's R Joy, LLC will always give our employees the benefit of the doubt when a theft accusation is made. Our policy is to work closely with the client to determine what was taken and who took it. Some of these measures include observing video surveillance and interviewing witnesses. Any employee found guilty of theft will receive disciplinary action, up to and including immediate termination and criminal charges.

### ***Drugs & Alcohol***

Good performance on the part of our employees is crucial to It's R Joy, LLC's success. For this reason, we strictly forbid employees to do the following while at work\*:

**Drinking alcohol and selling, purchasing or using illegal drugs at work.** An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.

**Possession of any non-prescribed controlled substance, including alcohol and legal illegally obtained prescription drugs.**

**Reporting for work intoxicated. We reserve the right to test employees for substance abuse.** Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action.

The Company cares about the overall health and well-being of its employees. Any employee who feels that he/she is developing a substance abuse problem is urged to seek help. The Company will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of Company-approved rehabilitation program may serve as an alternative to termination.

\*Any piece of Company property, including Company vehicles, as well as during work hours.

### **6.3 Disciplinary Action**

The Company takes disciplinary matters very seriously, and will exact discipline as it sees fit for any unacceptable action or behavior. These may include (but are not limited to):

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Company property

- Possession and/or use of illegal drugs, weapons or explosives Illegal harassment and/or discrimination - of any kind Violation of Company policy

Disciplinary action may consist of anything from verbal/written warnings and counseling to demotion, transfer, suspension or termination. Rather than follow rote procedures, the Company will handle each matter individually to ensure fairness to all involved. Please review and internalize the list of "Dont's" above, and make an effort to use good judgments at all time.

### ***Workplace Inspections***

At It's R Joy, LLC, we have a responsibility to protect our employees and our property. For this reason, we reserve the right to inspect the following, at any time, with or without notice:

- Offices and workspaces
- Work sites
- Cleaning equipment
- Company vehicles
- Any personal possessions brought onto Company premises, such as handbags, briefcases, and vehicles.

All inspections are compulsory. Those who resist inspection may be denied access to Company premises.

### ***Workplace Spills and Accidents***

From time to time, accidents and spills will happen in the workplace. It is each employee's responsibility to maintain a safe work environment and to avoid unnecessary accidents from occurring. At no time are employees authorized to bring in their own cleaning supplies and products and must obtain approval from It's R Joy LLC before using supplies issued by the client. In the event of an accident or spill that results in It's R Joy LLC having to pay for damages and/or repairs, the responsible employee(s) can be asked to pay up to the full amount of the damage. The percentage of the amount of damage to be paid by the employee(s) will be determined by the circumstances of the accident. The amount charged to the employee(s) will be deducted from the employees' pay until the balance is paid in full. All accidents and spills must be reported to It's R Joy LLC immediately, but no later than the end of the work shift.

**At-Will Employment Agreement and Acknowledgement of Receipt of Employee Handbook**

**Employee:**

**I acknowledge that I have received a copy of the It's R Joy, LLC Employee Handbook, which contains vital information on the Company's policies, procedures and benefits.**

**I understand that this handbook's policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Company. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the Company as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.**

**I understand that the Company may change its policies, procedures and benefits at any time at its discretion, as well as interpret or vary them however it deems appropriate.**

**I have read (or will read) and agree to abide by all policies and procedures contained therein.**

\_\_\_\_\_  
Employee

**DATED:** \_\_\_\_\_

\_\_\_\_\_  
Tara Morris

**DATED:** \_\_\_\_\_