



EMPLOYMENT POLICIES

Getting Started

From the very start, we want you to know that you are a valuable member of the EBM Managed Services team and hope you enjoy your employment with us.

As a new hire, you have several forms you must complete to be on the payroll. You are requested to complete the necessary forms by the first day of employment and return to the Payroll Department.

Categories of Employment

It is the intent of EBM Managed Services, LLC to clarify the definitions of employment classifications so that employees understand their employment status. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time, with or without reason or cause, is retained by both the employee and EBM Managed Services.

Non-Exempt

These are employees who are entitled to overtime pay under the specific provisions of federal and state wage and hour laws. Overtime pay for all employees begins when the reported time worked is in excess of 40 hours per week.

Exempt

These are employees who are excluded from specific provisions of federal and state wage and hour laws as explained above. Generally, these are salaried employees with an exempt status are not entitled to overtime pay.

Equal Employment Opportunity

The Company is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices. It is the policy of EBM Managed Services that we do not discriminate with respect to race, color, religion, sex, national origin, physical or mental disability, marital status, citizenship (except as permitted by law), age, status as a special disabled veteran or Vietnam-era veteran, or any other status protected by applicable law. Therefore, the Company expects that all relationships among employees will be business-like and free of bias, prejudice, and harassment.

Americans with Disabilities Act (ADA)

The Company is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA). It is against the policy of the Company to discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. Employees with disabilities who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department.

Immigration Law Compliance

EBM Managed Services is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin. In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with EBM Managed Services, within the past three years or if their previous I-9 is no longer retained or valid.



Employment “At – Will”

This manual in no way implies a contract of employment. All employment at the Company is “at-will” employment. Employees may be terminated at any time at the will of the Company for any reason not in violation of law. Additionally, any employee may resign at any time for any reason. No one is authorized to make any oral promises regarding any aspect of employment with the Company including, but not limited to, compensation, location, and length of employment.

Background Checks

In connection with an employee’s application for employment, promotion, or reassignment, a comprehensive background check will be completed that releases information pertaining to an employee’s character and criminal history.

Any falsification, misrepresentation, or omission of material facts on the application or release form is cause for immediate dismissal. The Company reserves the right to conduct additional background checks should the need arise at the request of the customer or otherwise.

If the company learns of or suspects an employee has committed a crime during the course of employment, a new background check may be completed. If at any time during employment with EBM Managed Services an employee is found guilty of a crime, it may result in termination of employment.

for final approval. Your job performance and past attendance will be considered in the evaluation of all leave requests. You will be responsible for paying the premiums for your benefit coverage for yourself and your dependents while on leave of absence. Upon completion of a leave of absence, EBM Managed Services does not promise or guarantee reinstatement of your employment, except in circumstances where applicable law establishes a right to reinstatement. Failure to report to work on the first work day following expiration of a leave period is cause for termination.

COMPENSATION AND BENEFITS

Payroll

Payday covers a two-week pay period. New employees are required to complete an Employee's Withholding Allowance Certificate (W-4), State forms (if applicable), an Employment Eligibility Form (I-9). Employees must present their identifications to Employment when completing the required forms. No new employee will be paid before completing the necessary forms for employment.

Time Records

The attendance of all employees is recorded daily by the use of the attendance reporting system. Attendance records are the property of the Company and care must be exercised in recording the hours worked, overtime hours, and absences. Employees are not to clock in or out for other employees. Violations of this policy may result in appropriate disciplinary action, up to and including termination.

Each employee must clock in and out using a phone in the account where he/she is working. Both documents serve as official time records for hours spent on the job. If an employee works at more than one job site, he/she should clock in and out at each job site. Once an employee clocks in, work is to commence immediately. Failure to do so is considered falsification of time-keeping records and will be subject to appropriate disciplinary action, up to and including termination. If due to a system failure, an employee is unable to clock in or out, he/she must notify the supervisor immediately so the time may be accurately recorded for payroll.

Pay Periods

There are 26 pay periods in a calendar year. Employees are paid from the first day of employment. Each pay period is bi-weekly or fourteen days.



Garnishments

In the event that the Company receives legal notification to attach and/or garnish wages, that amount will be payroll withheld. Please note that EBM Managed Services is legally required to comply with these orders. Any disputes or concerns about the amount of a garnishment must be directed to the court or agency that issued the order.

The garnishment will continue as long as it is legally effective. Wages can be garnished to pay child support, spousal support or alimony, medical orders, tax debts, outstanding student loans, or money owed as a result of a judgment in a civil lawsuit.

Overtime

Non-exempt employees are eligible to receive overtime pay if they work more than 40 hours in a given week. Overtime pay equals 1.5 times the employee's regular hourly rate. All overtime must be approved by the manager in advance.

Workers Compensation and Work-Related Injuries

If you are injured on-the-job, you must immediately tell your manager or another member of management and get required medical attention. Failure to immediately report any on-the-job accidents or injuries to a manager may result in disciplinary action.

STANDARDS OF CONDUCT

Employee Conduct

At EBM Managed Services, all of us are held to personal behavior standards which respect the integrity and dignity of each individual and encourage high standards of ethical conduct.

We take our Standards of Conduct very seriously. Whenever many people work together, rules are necessary to protect the rights of all concerned.

Violations of the Standards of Conduct will subject you to disciplinary action, up to and including discharge. In addition, if you knowingly allow others to engage in acts of misconduct, you are also subject to appropriate disciplinary action.

The philosophy of EBM Managed Services in upholding the Standards of Conduct is:

- EBM Managed Services believes in ensuring a work environment which is supportive and conducive to high productivity and teamwork.
- Personal integrity and sound judgment are at the cornerstone of EBM Managed Services principles. It is expected that you will, at all times, continue to practice fundamental honesty. You shall not deceive, defraud nor mislead the Company, other employees, or those with whom EBM Managed Services has business or other relationships; take or misuse Company property, funds, or service; misrepresent EBM Managed Services or its employees; divulge or release any information relating to EBM Managed Services of a proprietary nature; obtain a personal advantage or benefit due to your association with EBM Managed Services or by use of EBM Managed Services name; withhold your best efforts to perform your work to acceptable standards; engage in unethical business practices; violate applicable laws; or conduct yourself at any time dishonestly or in a manner which would reflect discredit on EBM Managed Services.

Alcohol and Drugs

The Company has a strong commitment to provide a safe and secure drug and alcohol-free workplace for its employees and to establish policies promoting high standards of employee health. Our policy is reinforced by the Federal Drug-Free Work Place Act encouraging employers to adopt and enforce policies for drug-free work environments.

Violations of the Drug and Alcohol Policy include, but are not limited to:

1. Using or selling, purchasing, transferring, possessing, manufacturing, or storing illegal drug and/or paraphernalia, or attempting or assisting another to do so, while on Company premises, or that of its customers, including leased, rented, or owned vehicles, or while engaged in company-sponsored activities.



2. Working or reporting to work, conducting Company business, or being on Company/customer premises or in a company owned, leased or rented vehicle while under the influence of alcohol or an illegal drug, or in an impaired condition.
3. Switching, adulterating or attempting to tamper with any sample submitted for medical testing, or otherwise interfering or attempting to interfere with the testing process.
4. Refusing to submit to a drug or alcohol test or authorized search as required by the company. It is the position of EBM Managed Services that persons, who use, sell, distribute, or manufacture illegal drugs or who abuse the use of prescription drugs or alcohol, create an employment risk and a negative influence on the workplace environment. It is therefore, a violation of our position on drugs and alcohol for you to:
5. Use, possess, sell or distribute drugs on or off the job.
6. Be on the premises or on duty while in possession of illegal drugs, with illegal drugs in your system, or while under the influence of alcohol or unacceptable influence of prescription drugs.

We strive to provide a safe workplace which is free of alcohol abuse and drugs and to promote the highest standards of employee health and efficiency. Therefore, when deemed necessary, we reserve the right to establish drug and/or alcohol search and screening procedures consistent with applicable law. With probable or reasonable suspicion of drug or alcohol involvement, or in the event of an accident while on Company premises or on duty, management may require you to submit to a drug or alcohol screen.

Employees will be requested to undergo drug and alcohol testing when they are involved in an on the job accident that causes injury to themselves, another person, or damages property. If an employee tests positive for the presence of illegal drugs and/or abuse of legal drugs the employee may be terminated immediately. Refusal to submit to a substance test at the time and place required by the Company is grounds for discharge. In the event of a positive test for a prescription medication, failure to provide proof of a valid prescription when requested is also grounds for termination.

Violations of this policy or a failure to submit to required drug or alcohol screens will result in disciplinary action up to and including discharge. In addition to disciplinary action, EBM Managed Services may take legal action against you.

Attendance and Punctuality

Each employee is important to the effective operation of this business. When employees are not here at expected times or on expected days, someone else must do the job or delay doing his or her own job while waiting for the late employee to arrive.

As a result, employees are expected to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday. Employees who will be absent or tardy must follow the call-in procedure for the department in which they work. In addition, they must call their direct supervisor as soon as they realize that they will be late, or unable to work, before the regular start of their workday.

If an employee is late for work or fails to appear without calling in as required by this policy or by other policies, he/she will face disciplinary action, up to and including termination.

The Company does not provide any paid sick time. However, unpaid sick days may be taken for illness or injury. Any employee who abuses sick leave may be subject to discipline. Employees must report to their supervisor if they will need to take sick leave. Employees are required to report to their supervisor by phone each day they are out on sick leave. If an employee is out due to illness for 3 or more consecutive days, he/ she will be required to submit a doctor's release to return to work.

Employees enrolled in programs that require mandatory group meetings or counseling sessions may be permitted to clock out to attend such sessions and return to work upon completion. Any time missed must be made up within the same workday, unless otherwise approved by management. Employees are expected to communicate scheduling needs in advance whenever possible and ensure that their participation does not unduly disrupt business operations. Failure to make up missed time or follow proper notification procedures may result in corrective action.



Company Property

You are expected to be careful when using EBM Managed Services property and to only use such property for authorized uses. Prohibited actions surrounding Company property include, but are not limited to:

- The authorized use or loaning for personal reasons of Company tools, equipment, materials, vehicles or Company labor.
- Selling or otherwise disposing of Company property or Company records without proper authorization.
- Unauthorized removal of safety devices from equipment.

Personal Appearance

Dress Code

A professional image enhances our work product and makes us more competitive in the marketplace. In part, we convey that image through the appearance of our employees. All employees are expected dress appropriately for their position and job duties, maintaining a neat and clean at all times, with due regard to the standards of the clients in each job site.

Any questions about the proper attire should be directed to the immediate supervisor. The Company will attempt to reasonably accommodate an employee's special dress or grooming needs that are the result of religion, ethnicity, race, or disability.

The best practice when uncertain is to ask before wearing something that may not be appropriate. An employee deemed to be inappropriately dressed might be sent home. Any absence due to inappropriate attire will be unpaid.

- Practice good hygiene
- Hair should be clean and beards and mustaches properly trimmed.
- Earrings and other jewelry that may interfere with the handling of Company equipment are prohibited, due to safety concerns.

SAFETY

EBM Managed Services is dedicated to providing a safe work environment. All employees have the responsibility of knowing and complying with all safety rules while on the company premises and while representing the company. The safety of all employees is a core value of EBM Managed Services. Safe job performance is a condition of continued employment.

The violation of any safety rule or any improper conduct can result in disciplinary action up to and including TERMINATION.

The severity of any disciplinary action will depend upon the safety record of the individual and the seriousness of the offense.

SAFETY RULES

The company has specific safety rules to ensure the safety of the employees. These safety rules are a guide to all employees to provide everyone a safe working environment; however, good judgment will help everyone live by their intent. In order to do this, these rules have been established to help us maintain reasonable standards of conduct. All employees have the responsibility of knowing and complying with the following rules while on the premises. If an employee cannot or does not follow these rules, they are subject to disciplinary action up to and including discharge. The severity of any disciplinary action will depend upon the record of the individual employee and the seriousness of the offense.

The following safety rules apply to all employees:

- All injuries and accidents, regardless of how minor, must be immediately reported to your supervisor.
- All safety regulations, posted signs, job training and operating procedures established by the Company must be followed.
- Respirators, hearing and eye protection must be worn in designated areas.
- Appropriate work boots or shoes must be worn in the workplace.
- No loose clothing, hair, dangling neckwear, conductive jewelry or similar items are permitted around moving equipment.

- When working on equipment it must be properly locked, tagged, cleared and tried in accordance with lockout procedures and checklist.
- Only authorized drivers are permitted to operate mobile equipment and shall follow all rules governing movement of traffic, speed and parking.
- Aisles, exits and areas around fire alarms and extinguishers are to be kept clear at all times.
- It is each employee's responsibility to maintain work areas and employee facilities in a clean, healthful and sanitary condition, and not commit unsanitary or unhealthful acts.
- No horseplay is allowed.
- We will enforce all of our safety rules, all of the time.

Workplace Behavior

People who work together have an impact on each other's performance, productivity, and personal satisfaction in their jobs. In addition, how employees act toward customers and vendors will influence whether those relationships are successful for EBM Managed Services.

Because employee conduct affects many people, employees are expected to act in a professional manner whenever they are on Company property, conducting Company business, or representing the Company at business or social functions.

Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

- Follow all of the rules in this Handbook.
- Refrain from rude, offensive, or outrageous behavior.
- Refrain from ridicule and hostile jokes.
- Treat co-workers, customers, and vendors with patience, respect, and consideration.
- Be courteous and helpful to others.
- Communicate openly with supervisors, managers, and co-workers.

Individuals who act unprofessionally will face discipline, up to and including termination.

Attitude/Conduct

Employees of the Company are expected to portray a respectful and courteous attitude while conducting business with customers as well as with other co-workers. The impression the employee creates by their attitude, conduct, attention to details, and adherence to company policies is important to insuring the Company's success and will affect the employee's performance evaluation.

Should an employee find him/herself in a conflict with a customer or co-worker, it is best to refer the situation to the immediate supervisor for assistance in resolving the issue. Any behavior found to be inconsistent with the appropriate attitude and conduct expected of a Company employee will be subject to disciplinary action, up to and including termination.

Workplace Violence

EBM Managed Services seeks to provide a workplace that is free from violence of any kind. It is the obligation of every employee to promptly report any potentially violent or dangerous situation or behavior to their supervisor. In addition, as appropriate, law enforcement and/or emergency services may be notified.

For purposes of this policy, "violence" includes, but is not necessarily limited to:

- Overt or implied threats or hostile acts of violence toward an individual or group.
- The use of physical force, harassment or intimidation, or abuse of a power or authority where the intent to impact is to control by causing pain, fear or hurt.



EBM Managed Services will not tolerate retaliation or any form of adverse action against an employee who, in good faith, reports a perceived violation or imminent violation of this policy. False accusations of violent conduct can, however, have adverse consequences for the accused (and possibly others). Accordingly, accusations which are not made in good faith or which are found to have no reasonable basis may result in disciplinary action, up to and including termination.

SERIOUS MISCONDUCT

There are some things that an employee can do that are by nature so serious that it places them outside the realm of the Company's desire to rehabilitate them. Employees who commit such infractions may, in the Company's sole discretion, immediately be terminated. Listed below are some examples of such conduct:

- Threatening or fighting with anyone on Company property, or while engaged in Company sponsored events;
- Stealing from the Company or anyone on Company property, or while engaged in Company sponsored events;
- Use, possession, transfer, purchase or being under the influence of illegal drugs or alcohol on Company or Customer property;
- Illegal sale, transfer or use of prescription drugs;
- Refusal to submit to and cooperate in drug or alcohol testing when requested by the Company;
- Deliberately damaging Company or Customer property;
- Violation of the Company's policies prohibiting unlawful discrimination or harassment;
- Refusing to perform a reasonable work assignment made by a supervisor;
- Deliberately utilizing or asking someone to use unsafe work practices which might seriously jeopardize the health or safety of themselves or other employees;
- Possession of a firearm or other weapon in any Company facility or on Company or Customer premises unless otherwise permitted by state law;
- Intentional selling or giving of confidential Company products or information to anyone who is not authorized;
- Engaging in criminal conduct, which may impact, upon the employee's job performance, adversely affect the Company's reputation or pose a threat to the safety of other employees;
- Is found guilty of a felony offense, or theft offense in any manner;
- Creating a danger to oneself or to a fellow employee;
- Sleeping on the job;
- Clocking-in/out or attempting to clock-in /out from an unauthorized phone;
- Clocking-in/out or attempting to clock-in/out for another employee;
- Disclosing of confidential information without proper approval to media sources, competitors or outside third parties;
- Leaving one's assigned work area without prior approval of a supervisor;
- Willful violation of the provisions of the law or of the rules and regulations of the Company, including the provisions set forth herein;
- Dishonesty in the performance of duties, or misrepresentations to the Company;
- Violating any medical work restriction, on or off working time;
- Misuse of employment position for personal advantage;
- Falsification of time card, employment application, records or other data used by the Company;
- Blatant disrespect or insubordination toward another employee, member of management, or any of our customers.
- Driving vehicles or operating Company equipment while under the influence of alcohol or controlled substance.

The preceding list is not exhaustive. Employees may be disciplined, up to and including termination, for an infinite variety of inappropriate activities, most of which no employee should even need to be told are inappropriate.

Termination of Employment

We hope your employment with EBM Managed Services is productive and rewarding. However, either you or EBM Managed Services may end the employment relationship at any time, with or without cause or notice. There are several types of separation from employment:



Resignations

If an employee should decide to leave the Company, it is required that he/she provide the Company with a two-week notice and work through the two-week notice.

Customer Relations

Company employees are sometimes our customer’s closest contact. We rely on our employees to project a positive company image and a can-do attitude. We are performing a service for our customers and that service should be carried out in a professional, efficient, and courteous manner. The growth of our company depends heavily on the success of our employees in each individual account, as well as the satisfaction of our customers. In order to continue as a leading janitorial company in the industry, we require every employee to abide by the following customer relations guidelines.

- Never discuss personal or professional problems with our customers. Any concerns with jobs or the Company should be handled inside the Company. If an issue cannot be discussed with a direct supervisor, utilize the chain of command.
- Always speak to customers in a polite and courteous manner.
- Do not use customer property for personal use. This includes customer phones, radios, TV, calculators, computers, and any other type of equipment.
- Do not disturb papers or merchandise found on the customer premises. This includes desks, cabinets, drawers, closets, etc.
- Do not throw papers in the wastebasket.
- Do not read any correspondence or literature that belongs to the customer.
- Do not discuss the customers’ or Company’s business with anyone. Employees may inadvertently have access to confidential information about the customer or Company. Employees are prohibited from disclosing this to anyone.
- Do not take gum, candy, paper products, office supplies, or any such item from the customer’s work site for personal use. This is considered stealing.
- Always use the utmost care when handling customer’s property. If damages occur, notify the supervisor immediately.
- Only authorized personnel are to be admitted to any work area. Visitors are not allowed on the customer premises during work time. Authorized personnel will have their own set of keys; therefore, employees must never grant access to a person who does not belong on the job site. This includes members of the employee’s family.
- Remember to turn out the lights when finished in an area unless otherwise instructed.

I acknowledge that I have received a copy of the EBM Managed Services Employee Handbook. I agree to read it thoroughly, including the statements in the Introduction describing the purpose and effect of the handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from my supervisor. I understand that the Company is an “at will” employer, and as such employment with the Company is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. In addition, I understand that this handbook states the Company’s policies and practices in effect on the date of publication. I understand that nothing contained in the handbook may be construed as creating a promise of future benefits or a binding contract with the Company for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Employee’s Name (Print)

Employee’s Signature

Date