

Employee Handbook & Code of Conduct

**MANA PRO CLEANING
SERVICES**

MANA Pro Cleaning Services Employee Handbook & Code of Conduct

Welcome to MANA Pro Cleaning Services

MANA Pro Cleaning Services is committed to providing top-quality commercial cleaning services while fostering a positive, professional, and safe work environment for all employees. This handbook outlines the policies and expectations that guide our operations and ensure fairness, safety, and success for every team member.

Company Overview

MANA Pro Cleaning Services is a commercial janitorial service specializing in maintaining clean, professional environments for offices, schools, and other commercial and residential locations. Our core values include integrity, reliability, and excellence in service. We are dedicated to employee success and providing a supportive workplace that values teamwork and professionalism.

Employment Policies

At-Will Employment

Employment with MANA Pro Cleaning Services is at-will, meaning either the company or the employee may terminate employment at any time, with or without cause, in accordance with Florida law.

Probation Period

All new employees will undergo a 90-day probation period. During this time, performance and conduct will be evaluated to determine continued employment.

Equal Employment Opportunity (EEOC)

MANA Pro Cleaning Services provides equal employment opportunities without regard to race, color, religion, gender, national origin, age, disability, or any other protected status under federal, state, or local laws.



Workplace Policies

Professionalism

- Employees must treat customers, coworkers, and others with respect and courtesy.
 - Punctuality is required; employees must arrive on time for shifts and notify supervisors of any delays.
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Dress Code

- The dress code is casual, but clothing must not be revealing, suggestive, or display explicit content.
 - Employees who arrive in inappropriate attire will be sent home to change and will not be compensated for missed time.
 - Employees must wear clean, presentable clothing and long pants.
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Quality of Work

- Employees must provide cleaning services to the highest standard, ensuring thoroughness and quality.
 - Employees must follow established procedures for each cleaning task and ensure all materials are used safely.
 - Employees should actively seek and use feedback for growth and improvement.
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Confidentiality & Social Media

- Employees must respect the privacy of clients and their property.
 - Employees must not discuss company matters, clients, or coworkers negatively on social media.
 - Employees must not disclose sensitive business or client information during or after employment.
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Relationships in the Workplace

- Employees are not permitted to engage in romantic or dating relationships with other employees or clients.
 - If a relationship occurs, employees must notify management. The company may reassign one or both employees, but reassignment is not guaranteed, and termination may still be considered.
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Health & Safety

- Employees must follow all safety guidelines, including the use of personal protective equipment (PPE) and safe handling of cleaning chemicals.
 - Any hazards, injuries, or safety concerns must be reported immediately to a supervisor or manager.
 - In case of an emergency, employees should call 911 and notify their supervisor.
 - Employees must complete all mandatory safety training provided by the company.
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Workplace Conduct

- Employees must use respectful and professional language at all times.
 - Workplace violence, harassment, discrimination, or bullying will not be tolerated and may result in termination.
 - Employees must be honest, maintain integrity, and treat company and client property with care.
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Alcohol & Drug Policy

- The use, possession, or distribution of alcohol or illegal drugs while on duty or on company property is strictly prohibited.
- Reporting to work under the influence of alcohol or drugs is strictly prohibited.
- Violation of this policy will result in immediate termination.
- Any unlawful acts committed by employees, whether on or off duty, that impact their ability to perform their job or reflect negatively on MANA Pro Cleaning Services will result in immediate termination.
- Examples of unlawful acts include theft, fraud, vandalism, assault, substance abuse violations, and any other illegal activities.
- Employees are required to report any arrests or criminal charges to management within 72 hours, which will be reviewed on a case-by-case basis.

Electronic Devices Policy

- Employees may use personal electronic devices only during authorized break periods.
 - Electronic devices are not permitted during work hours unless required for work-related functions.
 - Excessive use of personal devices during work time may result in disciplinary action.
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Weapons Policy

To ensure a safe and secure work environment for all employees, clients, and visitors, Mana Pro Cleaning Services strictly prohibits the possession of weapons on any client property or job site.

Prohibited Weapons

Employees are not permitted to bring any weapons onto a client's property or into any facility where work is being performed. This includes, but is not limited to:

- Firearms (loaded or unloaded)
- Knives (other than small utility knives used for work-related tasks)
- Mace or pepper spray
- Stun guns or tasers
- Batons or blunt force weapons
- Explosives or incendiary devices
- Any other item that could reasonably be considered a weapon

Storage Requirement

If an employee lawfully possesses any weapon, it must be stored securely off-site or locked in a personally owned vehicle and kept out of sight. Under no circumstances should a weapon be brought into a client facility, onto job sites, or carried on the person while conducting work.

Exceptions

This policy does not prohibit the use or possession of tools or equipment that may be “weapon-like” in appearance or function but are used in the normal course of business (e.g., box cutters, utility knives, or other professional tools). These items must be used responsibly and solely for their intended purpose.

Compliance

Violations of this policy may result in disciplinary action, up to and including termination of employment. It is each employee's responsibility to understand and follow this policy as part of maintaining a safe workplace for everyone.

Employee Responsibilities

- Employees must maintain work equipment correctly and use it only as designed.
 - Any damaged equipment should be reported to a supervisor immediately for replacement.
 - Employees are responsible for properly handling and storing cleaning supplies and tools.
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Unlawful Acts

- Any unlawful acts committed by employees, whether on or off duty, that impact their ability to perform their job or reflect negatively on MANA Pro Cleaning Services will result in immediate termination.
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Work Arrangements

- Work schedules and flexible arrangements will be determined on a case-by-case basis.
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Mandatory Child Abuse Reporting Policy

In accordance with **Florida Statute § 39.201(1)(a)**, all employees are **legally required to report** any known or suspected child abuse, abandonment, or neglect. Florida law designates **everyone** as a mandatory reporter. Failure to report can result in legal consequences.

What is Florida Statute § 39.201(1)(a)?

This statute requires any person who knows, or has reasonable cause to suspect, that a child has been abused, abandoned, or neglected to immediately report the information to the **Florida Abuse Hotline**. This includes physical abuse, sexual abuse, emotional abuse, neglect, or abandonment by a caregiver or other responsible person.

How to Report:

Employees must immediately report any suspected or known child abuse, abandonment, or neglect by contacting the **Florida Abuse Hotline** at:

- **Phone (24/7):** 1-800-96-ABUSE (1-800-962-2873)
- **Online:** <https://reportabuse.dcf.state.fl.us>

Notification Requirement to Management:

In addition to reporting to the Florida Abuse Hotline, employees must **immediately notify their supervisor or the company owner(s)** after making a report. This requirement applies **even if the employee chooses to report anonymously** to the hotline. The notification should include:

- The date and time of the report
- The general nature of the concern (without disclosing confidential victim details)
- Confirmation that the report was submitted

This internal notification ensures the company can take appropriate steps to support compliance, assist with any necessary follow-up actions, and maintain a safe environment.

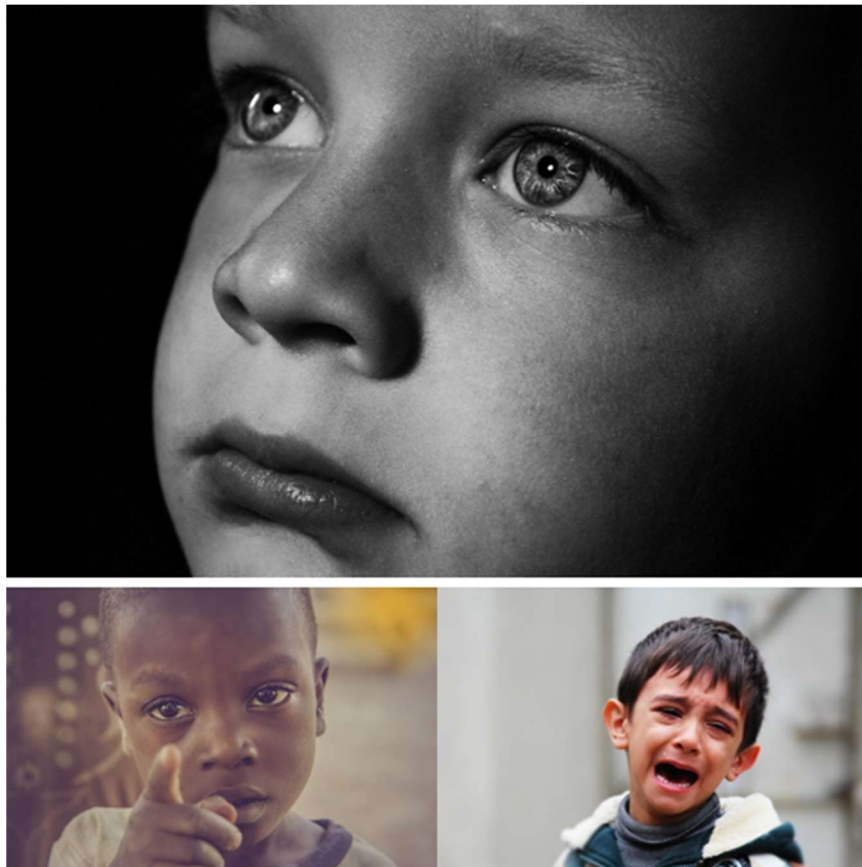
Protections for Reporters:

Florida law protects individuals who report in **good faith** from any civil or criminal liability. Reports can be made confidentially or anonymously.

Failure to Report:

Employees who fail to report suspected or known abuse may face criminal charges and disciplinary action, including termination of employment.

All employees must acknowledge this policy and comply with reporting requirements to ensure the safety and well-being of children.



Performance & Training

Performance Reviews

- Performance evaluations will occur at 30 days, 90 days, 180 days, and annually.
- Additional reviews may be conducted if performance concerns arise.

Training

- Any required training will be completed on the clock.
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Attendance & Time Off

Time Off Requests

- Employees must submit time off requests at least 7 days in advance.

No-Call, No-Show Policy

- Any employee absent without notice for 3 consecutive calendar days will be considered as having voluntarily resigned.
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Termination & Company Property

Grounds for Termination

Employees may be terminated for, but not limited to, the following reasons:

- No-call, no-show for 3 consecutive days.
- A documented failure to meet performance standards.
- Failure to meet the expectations outlined in two separate performance improvement plans.
- Violation of company policies, including workplace safety, harassment, unlawful acts, and social media guidelines.

Returning Company Property

- Upon termination, employees must return all company property, including uniforms, keys, and any issued equipment.
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Compliance with Laws

Employee Safety

- Employees must report unsafe conditions immediately.
- The company follows all OSHA safety standards to maintain a safe work environment.

Fair Labor Standards Act (FLSA)

- MANA Pro Cleaning Services complies with FLSA wage and hour laws, ensuring fair pay and working conditions.
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Gifts & Favors Policy

- Employees may accept gifts but must report them in writing via text or email.
 - Food is not considered a gift.
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Complaint Resolution

Employees who have concerns or complaints should:

1. Speak with their direct supervisor.
 2. If unresolved, escalate the issue to the company owner.
 3. If necessary, submit a formal complaint in writing for further review.
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By working at MANA Pro Cleaning Services, employees agree to abide by the policies outlined in this handbook. The company reserves the right to amend policies as needed to maintain operational excellence and compliance with legal requirements.

Printed Name

Signature

Date