

MANA Pro Cleaning Service

Employee Code of Conduct Policy

Purpose

The purpose of this Code of Conduct is to ensure that all employees of MANA Cleaning Service uphold the highest standards of behavior, professionalism, and safety while performing their duties. This policy applies to all employees and is essential for maintaining a positive work environment and providing excellent service to our clients.

1. Professionalism

- **Respectful Attitude:** Employees must always treat customers, coworkers, and others with respect and courtesy.
 - **Punctuality:** Employees must arrive on time for shifts and appointments. If delays or changes occur, employees must communicate with their supervisor.
 - **Dress Code:** Employees are required to wear the company-provided shirt and clean, presentable long pants.
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2. Quality of Work

- **Attention to Detail:** Employees must provide cleaning services to the highest standard, ensuring thoroughness and quality.
 - **Integrity:** Employees must follow established procedures for each cleaning task and ensure all cleaning materials are used appropriately and safely.
 - **Feedback:** Employees are encouraged to actively seek feedback and use it as an opportunity for growth and improvement.
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3. Confidentiality and Privacy

- **Client Confidentiality:** Employees must respect the privacy of clients and their property. Client details must not be shared with unauthorized individuals.
 - **Data Protection:** Employees must safeguard all personal, business, and sensitive information, adhering to applicable privacy laws.
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4. Health and Safety

- **Adherence to Safety Protocols:** Employees must follow all safety guidelines and company procedures, including the use of personal protective equipment (PPE) and safe handling of cleaning chemicals.
- **Report Hazards:** Employees must immediately report any safety hazards, accidents, or injuries to their supervisor. Any serious hazard should be reported to the client immediately. If it is an emergency, employees must call 911, then notify their supervisor and the client.

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5. Communication

- **Open Communication:** Employees must maintain open lines of communication with supervisors, coworkers, and clients. They should be proactive in discussing concerns or challenges.
 - **Professional Language:** Employees must use respectful and professional language when interacting with others.
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6. Ethics and Honesty

- **Honesty:** Employees must always be truthful about their work, including reporting issues, challenges, or mistakes.
 - **Integrity:** Employees must never engage in theft, vandalism, or any other dishonest activity. Company property and client property must be treated with care and respect.
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7. Teamwork and Respect

- **Collaboration:** Employees must support their team and work cooperatively with others to ensure tasks are completed efficiently and effectively.
 - **Respectful Behavior:** Employees must foster a positive work environment by treating others with respect and refraining from negative behaviors such as bullying, harassment, or discrimination.
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8. Customer Service

- **Client Relations:** Employees must provide excellent customer service by being friendly, approachable, and responsive to client needs.
 - **Problem Resolution:** Employees must handle customer complaints or issues professionally and seek guidance from supervisors when necessary to resolve concerns.
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9. Workplace Environment

- **Maintain Cleanliness:** Employees must keep their workspace organized, tidy, and free from clutter.
- **Positive Attitude:** Employees should maintain a positive attitude towards their work, clients, and coworkers.

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10. Compliance with Company Policies

- **Follow all company policies** regarding attendance, timekeeping, vacation, and other administrative matters.
 - **Adhere to Local Laws:** Employees must comply with all local regulations and laws related to work practices, including labor laws, environmental regulations, and health and safety standards.
 - **Arrest Reporting:** If an employee is arrested during their employment with MANA, they must report the arrest within 72 hours. Failure to do so could result in termination of employment. Arrests in and of themselves may not lead to termination, and each arrest will be addressed on a case-by-case basis.
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11. Relationships

- **Workplace Relationships:** Relationships among employees are not permitted. This includes relationships with client employees, fellow employees, and supervisors or managers. If a relationship occurs, both employees will be assigned to different shifts, potentially different days off, and this could lead up to and including termination.
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12. Sexual Harassment

- **Policy Statement:** MANA Cleaning Service is committed to providing a work environment free from sexual harassment. Sexual harassment, whether in the form of physical, verbal, or visual conduct, is strictly prohibited. This includes any form of unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment.
- **Examples of Sexual Harassment:** This may include, but is not limited to, inappropriate touching, sexually suggestive comments, jokes, pictures, or gestures, and any other behavior that may be construed as sexual in nature.
- **Consequences of Violation:** Any employee found to be engaging in sexual harassment will be subject to disciplinary action up to and including termination. All complaints of sexual harassment will be thoroughly investigated, and appropriate action will be taken in accordance with company policies.

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13. Workplace Violence

- **Policy Statement:** MANA Cleaning Service is committed to maintaining a safe and respectful work environment free from any form of violence. Workplace violence includes, but is not limited to, physical assault, threats of violence, harassment, intimidation, or any other behavior that causes harm or creates an unsafe work environment for employees, clients, or visitors.
- **Prohibited Conduct:** Employees are prohibited from engaging in any violent behavior, including but not limited to:
 - Physical altercations, pushing, or hitting another person.
 - Threats of harm, whether verbal, written, or through gestures.
 - Destructive or aggressive behavior toward company property, employees, or clients.
 - Possession of weapons on company or client premises or while performing any work-related duties.
- **Consequences of Violation:** Any employee who engages in workplace violence will be subject to immediate disciplinary action, up to and including termination. All complaints of workplace violence will be thoroughly investigated, and appropriate corrective measures will be taken. Employees are also encouraged to report any concerns about potential violence in the workplace to their supervisor or the appropriate company representative.