



CLEANIMPACT

Employee Handbook

15 South Old State Capitol Plaza – Springfield IL - 62701

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EMPLOYEE RELATIONS

EQUAL OPPORTUNITY EMPLOYER

Clean Impact LLC will not discriminate on the basis of race, color, religion, sex, national origin, age, handicap or disability, with respect to recruitment, hiring, training, promotion and other terms and conditions of employment. The company bases decisions on employment solely upon an individual's qualifications relating to the requirements of the position. All personnel actions such as compensation, benefits, transfers, layoffs, Company-sponsored training, promotions, terminations and disciplinary actions are applied equally.

DURATION OF EMPLOYMENT

Clean Impact LLC does not require employees to commit to employment for any specific duration. The company does not commit to employees that their employment will last for any specific duration. All employment by the Company is considered at will. This means that *Clean Impact LLC* may terminate your employment at any time for any lawful reason and likewise you are free to resign your employment at any time. Only the Owners can modify this relationship and it must be in writing. The Company requests that all employees give a two-week notice of resignation.

Working Interview

For at least the first two weeks all new applicants will be evaluated during a paid working interview. There are no guarantees of employment and the applicant can be dismissed for any reason.

HARASSMENT POLICY

It is the policy of the Company to prohibit any form of sexual harassment. Improper interference with the ability of employees to perform their expected job duties will not be tolerated and should be reported to the Owners immediately.

Under federal law and regulations, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment when either: (1) submission to such conduct is or becomes a term or condition of an individual's employment or is used as a basis for employment decisions relating in any way to that individual; (2) such conduct substantially interferes with an individual's work performance; or (3) such conduct creates an intimidating, hostile, or offensive working environment.

Other forms of unlawful harassment are also prohibited by this policy. Such harassment may include harassment based upon a person's race, national origin, religion, age or disability. Such forms of harassment may be reported pursuant to this policy.

Any employee found to have engaged in such conduct, or who condones such action on the part of subordinates, will be subject to appropriate disciplinary action up to and including termination of employment. An employee may also be subject to individual liability and penalties as a harasser.

HARASSMENT COMPLAINT PROCEDURE

If you experience any job-related harassment or have a related complaint, you should promptly report to your supervisor. The Company will undertake an investigation ensuring confidentiality to the greatest possible extent.

The Company expressly prohibits any form of retaliatory action against any employee availing themselves of the benefits of this procedure. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of a good faith bringing or assisting in the investigation of sexual or other unlawful harassment.

OPEN DOOR POLICY

If you have a question or are concerned by a job-related situation you are always welcome to speak with your direct manager or the owners if you feel the situation is not resolved. The company encourages all of its team members to communicate with each other.

PERSONNEL INFORMATION AND CONFIDENTIALITY

The Company recognizes and respects the information contained in employee records. Your family status, home address and telephone number must be correct and current. Be sure to inform your direct supervisor whenever this information changes as it can affect your pay.

In response to valid requests to verify employment, for business references, or for credit purposes, the company will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee. Additional information may also be released pursuant to subpoena or other legal obligation.

You may have access to information about **Clean Impact LLC**, other employees or customers, which is confidential. This information is not to be revealed to anyone other than in the normal course of conducting business. Disclosure of such information is prohibited and could result in disciplinary action, up to and including termination of employment.

NON-COMPETE CLAUSE

All employees will be required to sign a non-compete clause prior to starting work. This means Clean Impact Employees will not attempt to gain employment or use company practices to gain financially.

WORKWEEKS

Workweeks are widely different and are determined by job assignment, customer contracts and the needs of the Company. New Employees will be aware of their expected work schedule prior to assignment. All schedules will be available on the Swept APP.

PAY & TIMEKEEPING

1. Pay periods are bi-weekly and pay is two weeks in arrears.
Example: The work period of 06/03/18 -06/16/18 is paid on 06/27/18.
2. Each pay normally compensates employees for hours worked that were claimed at the end of the pay-period two weeks previous.
3. Pay schedule - For Direct Deposit ONLY
 - a. Work 1st - 15th - Paid the last day of the month
 - b. Work 16th - 30th or 31st - Paid the 15th of the month
4. Pay schedule - For Check ONLY
 - a. Work 1st - 15th - Check mailed the last day of the month
 - b. Work 16th-30th or 31st - Check mailed the 15th of the month

Paychecks

1. We prefer to have paychecks directly deposited into the employee checking or savings account.
 - a. Employees must complete the necessary paperwork in order to use Direct Deposit.
 - b. On payday, employees using Direct Deposit will receive a pay stub/report, instead of a paycheck. Employees will also have access to their pay history online.

Deductions

The only deductions from your paycheck are those required by law or authorized in writing by you. Your check stub identifies each deduction and should be kept as a permanent record.

CLOCK IN / CLOCK OUT

In order to get paid for the time worked on the normal payday schedule, employees must clock in and out using the swept APP or manual process designated by Clean Impact. We only pay for the time actually spent on site cleaning. Our time management system is geofenced you must clock in and out on site. If you clock out outside our geofence you will be docked time to the last full hour. Extra time will not be paid unless approved by your supervisor. There is always something that can be cleaned. Get all the time you are scheduled but be PRODUCTIVE!

Overtime

Overtime is figured on any hours worked past 40 hours in a week and will be paid at a rate of 1.5 x regular hourly rates. Overtime must be approved by supervisor before being worked.

Drive Time

Drive time is paid when an employee is required to drive from one job related location/site to another during a normally scheduled shift.

Incentive Program

We will outline specific incentive programs throughout the year. Incentives will be based on attendance, job performance and customer feedback.

Breaks

Breaks are strictly regulated. If you are working a 4 or less hour shift, **breaks are not warranted**. If the shift is greater than 4 hours a 30 minute unpaid lunch may be taken immediately after the 4th hour.

MISSING WORK

Clean Impact places a high value on attendance. We expect and need employees to be at work on time on their scheduled workdays.

Any new team member who calls off like a jerk within the first two months of employment will be removed from the schedule for up to 2 weeks. Second offence will be grounds for dismissal.

The level of service we provide to our customers relies on you being remarkable. Failure to comply with the following notification requirements may subject an employee to corrective action or termination. ANY TIME OFF REQUESTS MUST BE EMAILED TO TIMEOFF@CLEANIMPACTIIc.COM Time off IS NOT APPROVED until the request is approved via email.

1. 2 weeks or greater notice is the appropriate notice
2. An acceptable call in is notifying the supervisor at least 48 hours prior to your scheduled starting time. While we love the notice we still only allow for 3 of these per 3 month quarter.
3. A marginable call in is anything between 48 hours and 12 hours notice. We get it, things happen. We just don't want this to be a habit so we allow 2 of these per 3 month quarter
4. A jerk call in is anything between 12 and 4 hours notice without Dr. note. Jerks suck so you get 1 of these per 3 month quarter
5. No call no show is any call in with less than 4 hours notice. If you do this you suck! Please call and tell us a real good reason for missing

otherwise you just quit like a jerk. SHOW SOME LOVE AND AT LEAST LET US KNOW!

6. Consistent patterns of being late or calling off even with the proper notification will be dealt with as outlined in the CI Point System. This is a little taste:
 - a. 1st Offense - Have a heart to heart conversation with your Supervisor - Written offense
 - b. 2nd Offense - Lose raise and/or 2 Scheduled shifts - Warning
 - c. 3rd Offense - Lose Job
7. "No Call No Shows" will be considered job abandonment.
8. Time Off / Vacations - Please give a 2 week notice via email to **timeoff@cleanimpactllc.com** with all planned days you need time off. Then, you will await a response of approval or denial. Without the proper notification it will be dealt with as outlined in the CI Point System and with potential disciplinary action

Email: **timeoff@cleanimpactllc.com**

HOLIDAYS

Clean Impact feels strongly that holidays are a time to spend with family and friends. If for any reason an employee volunteers to work on a holiday the pay will be 2 x normal hourly rates. We observe the following holidays and may have additional days off depending on our customer's holiday schedules

New Years Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving and the Friday After
Christmas Eve and Christmas Day

ON THE JOB

CORE VALUES

1. Be Remarkable- Elevate your work, provide value and earn respect
2. Stay Humble - No Drama, Being nice feels good. Servants are rewarded.
3. Family First - Protect, encourage and draw strength from all family relationships.
4. Be Faithful - Build your foundation is built on Jesus Christ, our Lord and Savior

RELATIONSHIPS WITH OUR CUSTOMERS

It is important to realize that we compete with our competitors. A customer will only change services when their impression of our service becomes less positive than their impression of a competitor. Impressions are constantly changed and formed by every contact the customer has with our service. Every time our customer hears or sees anything related to Clean Impact, it strengthens or changes their perception of our Company.

When our customers give us their business, they have great expectations and a very positive impression of our service. It is up to each employee to fulfill these expectations and build a lasting impression. We must consider the quality and professionalism in every aspect of what we do and say.

Internal problems should be discussed with management, not the customer. At one time or another we all become frustrated as a result of our own internal problems. When we communicate these inefficiencies to our customers, we only lose our credibility.

RULES TO FOLLOW

As an employee, it is important for you to know what is expected while on the job. In most cases your own good judgment will tell you what the right thing to do is. Violations of these or any other Company policies may subject you to disciplinary action, up to and including immediate termination:

1. Theft, fraud, or other proven acts of dishonesty.
2. No NOT use your phone. Music is cool. But no other use allowed unless it's an emergency or unless a team leader is attempting to call.
3. Any harassment of another co-worker (verbal, physical, or visual), including sexual harassment such as offensive gestures, unwelcome advances, jokes, touching, or comments of a sexual nature made to or about another employee, vendor or customer.
4. Obtaining employment or promotion on the basis of false or misleading information.
5. Soliciting or accepting gifts (money, services or merchandise) in connection with Company business.
6. Reporting for work under the influence of alcohol or any illegal substances; or possession, sale or distribution of alcohol or illegal substances while on Company premises or abusing such items while representing the Company or conducting Company business.
7. Falsifying Company documents or records, including misuse of timekeeping records, or falsely inputting payment data.
8. Refusing to follow instructions of a superior directly related to performance of one's job.

9. Disrupting the work environment. No cursing, yelling or being a distraction in any way.
10. Missing of work.
11. Repeatedly failing to use the SWEPT App for hour tracking as directed. Stay on site for your entire scheduled shift.
12. Job abandonment, meaning the failure to report to work without properly notifying one's immediate supervisor, or leaving a job assignment prior to completion of your responsibilities.
13. Unauthorized use of Company or customer supplies, information, equipment, funds, or computer codes/passwords.
14. Repeatedly failing to meet job responsibilities, job budget or quality requirements.

COMMON WORK TASKS

At Clean Impact there is a process for everything in order to provide consistent and superior service to our customers and team members. Several of the tasks below will be monitored through our SWEPT APP which must be used during every shift. A list below outlines what is expected before, during and after every shift.

BEFORE YOU CLEAN

1. Upon arriving to the customer jobsite log into SWEPT and clock into your shift.
2. Remember to make sure the door you come in from the exterior is locked or locks behind you.
3. Stretch before every shift! A list of recommended stretches will be listed in your supplies closet.
4. Watch training video - A link will be supplied before every shift please watch while you are stretching.
5. Check Supplies - The cleaning cart should be fully stocked from the night before but please check to make sure you have everything you need for your shift.
6. Review Message Board - please read any messages through the Swept App, email, or message board in the supplies closet before beginning.

DURING YOUR CLEAN

1. Take cleaning cart and all other needed equipment to your work area. **Remember to greet and smile at customers if they are still in the building! Don't be the creepy cleaning person!**

2. Review your nightly checklist and check for any additional specials tasks to be completed that night.
3. Begin nightly tasks keeping in mind training techniques and going the extra mile to not miss small details and doing a great job every time!
4. After your area has been cleaned you should go back and check yourself on the provided checklists.
5. Remember to follow our safety procedures which is highlighted in a section below.

AFTER YOUR SHIFT

1. Double checking your task list. If you are working on a shift with another team member take their checksheet and re-check all items. If working alone please check yourself for a second time.
2. While re-checking remember to bring a dry and damp towel, bottle of all purpose cleaner and small can liner. Correct any items that were missed and review with your team mates.
3. After all items have been double checked and deemed complete fill out the checklist in the SWEPT APP. This will be sent to your supervisor every night.
4. Stock your cart every night making sure that microfiber rags, paper products and cleaning chemicals are in the proper place and stocked. Take pride in your supply closets - take out the trash and sweep if needed. Let your supervisors know if you are running low on any supplies
5. Closing the building - Make sure all lights are off and the doors are locked. Be careful when exiting the building and take all trash to the dumpster.

Safety & Security

1. You are required to immediately notify Clean Impact owners as well your immediate supervisor at the client site of any injuries that occur on the job or on customer property.
2. Material Safety Data Sheets (MSDS) for all of the chemicals you are required to work with will be available in your supplies closet. If you do not understand your MSDS please notify your supervisor for help.
3. Mixing chemicals is only done by trained approved employees. We must always wear safety glasses and gloves. Mixing instructions are provided both on the plastic bottles as well as the label for the chemical. Please ask a supervisor if you have any questions.

4. You should be aware of all emergency exits and the location of any emergency equipment in your office and who will be in charge in case of a fire or other disaster.
5. Slip, Trip and Fall - Please be aware of your surroundings when working. Vacuuming stairs, working on objects at heights and other tasks can take your focus away from where you are walking. Be cautious of cords and other obstructions in your path. Take your time in winter months as surfaces in parking lots and ramps can become slick with snow or ice.
6. Equipment - Never unplug any of the clients electronics. Pay attention to not over stretch your equipment's cord. If any damages are done or noticed with any equipment please notify your manager immediately.
7. Always lock the door as you enter and leave. Please be aware of your surrounding when walking to your car. If you feel unsafe please contact your supervisor or police if it's an emergency.
8. If wearing headphones only one earbud can be in while working.
9. Always keep your keys to the building in your pocket at all times.

WORK AREA

A neat and orderly work area makes for a more pleasant, productive, and safe place to work. You are expected to keep your surroundings clean and presentable in courtesy to fellow employees and customers who may personally visit job site/premises.

IMAGE/DRESS CODE

You are a direct reflection of our company and help to mold our image with our customers and in the community. We expect all team members to present themselves in a clean, well dressed manor.

1. All shirts (provided by company) must be clean and worn during working hours.
2. All pants must be clean and fit at the waste. Shorts can be worn as long as they are at knee level or below.
3. Closed toe shoes are required at all times.
4. No hats to be worn unless provided by the company.

USE OF COMPANY OR CUSTOMER PROPERTY

Employees are not to use Company or customer supplies, information, equipment or funds unless authorized to do so; Customer's property must never leave the premises. Only drink water out of the water fountains do not touch or consume any of their drinks, food or candy from throughout the building.

VISITORS

No visitors (children, parents, spouse, or friends) are allowed in the work place unless in emergency or as approved by manager.

- Our insurance does not cover unauthorized people.
- Never let anyone into the building even if you know they work there.
- If this situation happens tell the person asking it is against company policy and contact your direct supervisor
- Always lock the door behind you.

Final Thoughts

Failure to adhere to Clean Impact Practices and procedures are grounds for dismissal. We all understand that nothing is guaranteed. The leadership has the final decision how to interpret any language in this handbook. All decisions are final. We must all protect our great culture at Clean Impact. Handbook can change at anytime you agree to review and stay current on the newest version by visiting CleanimpactLLC.com