

# **RIVERCITY COMMERCIAL CLEANING EMPLOYEE MANUAL**

Welcome and we would like to thank you for your interest in working for RIVERCITY COMMERCIAL CLEANING.

RIVERCITY COMMERCIAL CLEANING is a full service company, providing our customers with dedicated, professional and meticulous cleaning methods. We expect only the best, so our customers will definitely do the same. Our company emphasis is on customer satisfaction. We expect and demand that all RIVERCITY COMMERCIAL CLEANING employees keep in mind that RIVERCITY COMMERCIAL CLEANING has been retained by the customer to perform a service for them. You have been hired by RIVERCITY COMMERCIAL CLEANING to perform these services for our customer. We expect you to fully complete the service that is assigned to you. Quality is always our number one priority. We expect you to pay close attention to detail. We have a scheduled amount of time for each building and we expect you to be there at least 90% of that time.

RIVERCITY COMMERCIAL CLEANING office hours are from 8:00am until 5:00pm, Monday thru Friday, the office is closed from 12:00pm until 1:00pm for lunch. The office phone number 616-548-6530. If you call before or after business hours or at lunch you will receive our automated voice system. If you don't know your party's extension you may access the menu in order to leave them a message. If there is an emergency after hours you must call your supervisor immediately. The following is an example of an emergency with the building.

Serious injury

Break In

Fire

Broken exterior window, door or door glass

## **DRESS CODE**

A neat tasteful appearance contributes to the positive impression you make on our customers. You are expected to have on suitable attire and be well groomed during business hours or whenever representing RIVERCITY COMMERCIAL CLEANING. A good clean appearance bolsters your own poise and self-confidence and greatly enhances our company image.

Everyone must dress in a manner that is appropriate for the position. Unacceptable attire: open toed shoes, sandals, clogs, sleeveless shirts, tank tops, and work or denim pants with holes, leggings, and shorts with tears or more than 3 inches above the knees.

## **PAYROLL**

Payday is every other Friday. If you will be receiving a paper check you can pick it up on Friday between the hours of 11:00am and 3:00pm. Remember the office is closed from 12:00pm until 1:00pm for lunch. If you have requested to have your check mailed it will be mailed out by 12:00pm Friday. If you have set up direct deposit it will be deposited directly into your account or debit card on Friday.

## **CHECK-IN PROCEDURE**

This is EXTREMELY important to call and check in with your supervisor. You will be checking in and out using a designated phone from the building you are servicing only. If you forget to call in, you must contact your supervisor as soon as possible. They will turn your hours in to the payroll department. If you forget to do this, your check maybe short and you will have to wait until the following pay period to receive your paycheck.

Note: Breaks are mandatory: Even if you do not punch in or out for lunch, we will deduct ½ hour from your time for anyone that works an 8 hour shift.

If you have any questions regarding this system please ask your supervisor or contact the office during normal business hours.

## **ATTENDANCE**

This is very important and all rules are strictly adhered to.

1. Any attendance in you first week will result in termination unless there are extenuating circumstances, which will be at the discretion of management.
2. More than 2 absences in your first 30 days may result in termination. The only exceptions is a note or bill from your doctor.
3. An accumulation of excessive absences may result in termination.
4. Absence calls for evening personnel must be received no later than 10:00am the day of the absence. After 10:00am you're automatically considered as being unexcused unless you have a note from your doctor. Day personnel must give at least 2 hours' notice before their scheduled shift if they cannot make it to work. The earlier the better so we can prepare to cover the position.
5. All evening personnel are to call their supervisor if they are going to be late or are unable to come to work.
6. If none of the above personnel are contacted, this is considered a "no call-no show" and is automatically treated as a voluntary resignation.

## **PERSONAL PROPERTY**

For our protection, no personal property such as coats, purses etc., are allowed in your work area. RIVERCITY COMMERCIAL CLEANING COMPANY is not responsible for any loss theft or damage. Your supervisor will show you where you can place your belongings while you are servicing your position. Use of any job site equipment, such as, but not limited to computers, copy machines, televisions, radios, fax machines etc., is absolutely unacceptable and is grounds for termination. NO PROPERTY MAY LEAVE THE CUSTOMERS PREMISES. This includes but is not limited to pop cans, discarded office supplies etc. Any theft of property of RIVERCITY COMMERCIAL CLEANING COMPANY or the customer will be prosecuted to the fullest extent of the law.

## SECURITY

Only RIVERCITY COMMERCIAL CLEANING employees are allowed in buildings, and only as scheduled. No friends, family, or non RIVERCITY COMMERCIAL CLEANING employees are allowed to enter buildings for any reason.

Never open any door for anyone, for any reason. Alarm information and keys are to remain exclusively in your possession at all times. There is a \$10.00 fee to replace any lost or unreturned keys. Additionally, the charge of replacing any lost keycard incurred by the customer will become your personal responsibility.

## UNACCEPTABLE ACTIVITIES

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit, as well as the benefit of River City Commercial Cleaning. Occurrences of any of the following violations, because of the seriousness, may result in immediate dismissal without warning.

- Willful violation of any company rule, any deliberate action that is extreme in nature and is obviously detrimental to River City Commercial Cleaning effort to operate profitably.
- Willful violation of security or safety rules or failure to observe safety rules or River City Commercial Cleaning equipment and safety equipment.
- Being intoxicated or under the influence of controlled substance drugs while at work, use of or possession or sale of a controlled substance drugs in any quantity while at

work, except medications prescribed by a physician which do not impair work performance.

- Unauthorized possession of dangerous illegal firearms, weapons, or explosives on company property or customer's property.
- Threatening, intimidating, or coercing fellow employee at any time, for any purpose.
- Engaging in an act of sabotage willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, or supplies in any manner.
- Theft of company, customers or fellow employ's property. This will include removal of any items of the customer, including pop cans and bottles that have been discarded. They must be discarded or recycled on site. We have zero tolerance on this and will result in immediate termination.
- Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; falsification or alteration of company records or other company documents.
- Violating the non-discloser agreement; giving confidential or proprietary River City Commercial Cleaning information to competitors or other organizations or to unauthorized competing business while a River City Commercial Cleaning employee; breach of confidentiality of personnel information.
- Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or engaging others to do the same.
- Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your supervisor, mistakes due to carelessness or failure to get necessary instructions.
- Any act of harassment, sexual, racial, or other; telling sexist or racial type jokes; making racial or ethnic slurs.
- Sleeping on the job, loitering or loafing during work hours.
- Excessive use of company telephones for personal calls.
- Excessive absence or tardiness.
- Careless use of company equipment.
- Failure to maintain a neat and clean appearance in terms of the standards established by your supervisor.
- Falsifying or altering of your own timesheet, records, or attendance documents; alteration of another employees timesheet or records, or causing someone to alter your timesheet or records

## EXPENSE REIMBURSEMENT

Occasionally employees may need to purchase material on behalf of River City Commercial Cleaning. To be reimbursed for all authorized expenses, you must submit the receipt. River City Commercial Cleaning will reimburse any employee for APPROVED purchases.

## PHONE CALLS AND MAIL

Employees shall not use a customer's phone except to punch in and out of the building. There is no cell phone use allowed inside a facility we are cleaning unless it is an emergency.

## RESIGNATION

While we hope that both you and River City Commercial Cleaning will mutually benefit from your continued employment, we realize that it may become necessary for you to leave your job with River City Commercial Cleaning. If you anticipate having to resign your position, you are expected to notify your supervisor two weeks in advance of the date that you must leave.

## RETURN OF COMPANY PROPERTY

Any River City Commercial Cleaning property issued to you; such as keys, key cards, alarm codes or vest should be returned to River City Commercial Cleaning at the time of your dismissal or resignation, or whenever it is requested by your supervisor or a member of management. You are responsible to pay for any lost or damaged items. The value of any property not returned may be deducted from your paycheck. Your final paycheck will not be issued until all property has been returned.

## CHEMICALS AND EQUIPMENT

All company tools or equipment shall be utilized for business use only. They should not be left in an employee's vehicle or home. Employees will be responsible for proper care, use, cleaning and returning of any tools/equipment to its proper place. The use of tools/equipment for personal use is not permitted. If you are in need of anything such as chemicals or equipment please notify your supervisor immediately. We ask that you give us a 2 week notice on supplies needed so we have the adequate time to get them to your location. We will have an employee deliver supplies and pick up mop heads and rags to be washed and return them to you.

# RECEIPT AND ACKNOWLEDGEMENT OF RIVER CITY COMMERCIAL CLEANING EMPLOYMENT MANUAL

The employee manual is an important document intended to help you become acquainted with River City Commercial Cleaning. This manual will serve as a guide; it is not the final word; individual circumstance may call for individual attention.

The content of this manual may be changed or adjusted at the discretion of River City Commercial Cleaning.

There will be no changes made in any benefits, policy or rules without consideration of the mutual advantages, disadvantages, benefits, and responsibilities such changes will have on you as an employee and on River City Commercial Cleaning.

Please read the following statement and sign below to indicate your receipt and acknowledgement of River City Commercial Cleaning employee manual.

I hereby acknowledge that I have received and thoroughly read a copy of the River City Commercial Cleaning employee manual. I understand that the manual, which may change at any time, is not a contract and does describe obligations of River City Commercial Cleaning. I further understand that my employment with River City Commercial Cleaning is on an at will basis and is not for a fixed term or defined period. As such, either River City Commercial Cleaning or I may terminate the employment relationship at any time and for any reason, with or without notice.

Date \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Please Print Name: \_\_\_\_\_

River City Commercial Cleaning Employee Signature (Witness):

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