

Introduction

Welcome to Tri State Maintenance, Inc. You have now joined the team of the best janitorial and cleaning professionals in Indiana. We feel we perform this job better than anyone else and the main reason is the quality of employees that we hire. This handbook is issued as a guide to our employees so that they may know what is required and expected while gainfully employed by Tri State Maintenance, Inc. This employee handbook may be amended, modified as needed, and we reserve the right to delete any policy, regulation or provision deemed necessary by the Board of Directors of Tri State Maintenance, Inc.

Mission Statement

To provide pro-active quality measures to assure our clients' internal and external maintenance needs are achieved through our class 'A' janitorial and complementary services every visit.

Equal Opportunity Employer

It is the policy of Tri State Maintenance, Inc. to afford equal opportunity for employment to all individuals regardless of race, religion, sex or national origin. Therefore, we will not discriminate against any employee or candidate for employment due to accordance with principles of equal employment opportunities by imposing only valid requirements for promotional opportunities.

Employment Policy

We simply do NOT say **"no"** to our clients. You may be asked to address a cleaning matter or something beyond your knowledge, experience or skill set. Always say, "it will be addressed" and contract your manager immediately or the office so the correct personnel can address the matter.

The following rules are the foundation of our organization. These policies are expanded in full detail in the pages which follow. It is the role of the employee to clarify any uncertainty within 24 hours of hire.

The hired employee is expected to arrive at the job site to perform all assigned tasks, be dressed in company shirt and in possession of keys, badges and/or access cards.

It is the employee's responsibility to call their manager with start and end times, report any cleaning or building issues and have completed tasks as assigned.

Employee theft constitutes taking any item that is not yours. You shall not remove anything from the trash, break rooms, desks, bathrooms or any other item which would have some or any value.

Falsification of time card, mileage report, work order or sign in/out sheet is grounds for immediate termination. Willingly accepting payment for hours you did not work and/or collaborating with another individual to adjust your hours is also grounds for termination. Employees are paid for hours worked only, less breaks as outlined in the employee handbook.

The use of a client's telephone may only be used to report into work and when leaving the job site. Other phone calls, toll calls, and/or long distance calls will result in termination and require restitution.

Tri State Maintenance, Inc. does not permit the threatening, harassing, act of brutality, intimidation or the use, possession, or threats of a weapon being on the property, near the property or on the person's body. All will result in termination. Matters may escalate to law enforcement and Tri State Maintenance will comply and assist in all matters for the safety of our clients, employees and citizens of our community.

Tri State Maintenance, Inc. does not require nor request an employee to spend out-of-pocket cash on any item. The company will not reimburse for elective purchases.

As an employee of Tri State Maintenance, Inc., you shall not eat, drink, smoke, or make personal phone calls during working hours, except on authorized breaks.

Policies, Rules and Regulations for Tri State Maintenance, Inc.

Alarm Activation

If you set off an alarm at a property and do not immediately contact the alarm company, key contact and your supervisor, you will be charged for the alarm fee. This can range from \$25-\$50.00 and will be taken from your next paycheck.

Annual Review

Job performance evaluations are conducted by your supervisor after every cleaning we do. Your performance pay review is conducted after one year of service, and during the month of December. Performance raises are not a guarantee, and depends on attendance, strengths, leadership and effectiveness in performing assigned tasks.

Attendance

Employees are expected to be at work daily, on time and prepared to work. If ill, the employee must provide a minimum of two hours notice and provide medical documentation to the office for two consecutive days being absent. You can't return to work until we have medical documentation.

If an employee does not report to work, or call the manager with two hours notice, this will be considered willfully quitting the job. It is the employee's responsibility to report to work and if circumstances prevent this, the employee must take the responsibility to call. Not showing to work or calling off work is classified as "no-call-no show" and this is self termination from a job that was vacated by not reporting to work.

Bereavement

Death of an immediate family member grants the employee three excused absences from work. Immediate family is defined as children, parents, spouse, siblings, and grandparents; one day excused from work for in-laws. Contact the Human Resources department through the office to notify of the time needed off for bereavement. Employees will need to bring documentation for absence to be denoted as being excused.

Breaks

A one-half hour non-paid lunch/break is mandatory for every eight hour shift worked. This will be your responsibility to take and will automatically be deducted whether the break was taken or not. A ten minute break is permitted for every work period over four hours.

Check Re-issue

Tri State Maintenance, Inc will issue a paycheck and have it available for pick up or deposit every other Friday. If the check is not cashed within 60 days, the check is no longer valid, by banking standards. The check can be reissued with the proper paperwork completed. A lost check: A stop-payment would need to be issued on a lost check (fee would need to be paid in cash to the Tri State Maintenance, Inc.) If the employee wants the check re-issued, the employee would need to pay the processing fee (standard fee ranges \$25.00 to \$40.00) and must be paid in cash to the office. Before a check can be processed or voided, the employee must complete a Check Re-issue Form. Processing fees and other fees must be paid at the point of presenting the form. We can not deduct from the paycheck the fees nor can we accept credit card or checks.

Client Property

At any time, an employee cannot sit behind a desk, place calls on the telephone (other than to call your manager), use the computers, copy and fax machines, radio or any other electrical or manual device which belongs to the client. This will lead to verbal, written warnings, or possible termination. At no time can an employee take candy, product samples, donuts or other food items from a client's office. This can be viewed as theft as there will be no evidence of purchase.

Cell Phone Policy

Cell phones can not be used while working. Personal phone calls must be made during breaks and outside of the property. Texting, listening to music and using smart phone applications is not permitted while inside a client's property.

Conflict of Interest

An employee who works for Tri State Maintenance, Inc. cannot work directly for or at the client's location. Additionally, no employee shall directly or indirectly maintain or engage in any outside business or financial activity which conflicts with the interests of Tri State Maintenance, Inc. Violation of this regulation would result in termination of employment. Similarly, working for another cleaning company at the same time, is a conflict of interest, and would become grounds for termination.

Customer Contact

An employee shall not make direct contact with clients while on or off the clock, leave notes for the clients or disrupt the daily operations of a client while performing janitorial services. As an employee, you have access only through certain time frames and to perform specific job tasks. Any concern with the job site must be addressed directly with your supervisor. An employee, who gains access to a building when not on company hours, is trespassing and can be charged with such offense.

Disciplinary Action - Job in Jeopardy Form

Tri State Maintenance, Inc. hires an employee to perform an important and specific task. Therefore, attendance, punctuality and performance become paramount in a group/team environment. Excessive absenteeism, tardiness or poor performance will not be tolerated and will be cause for disciplinary action up to and including discharge. During an employee's introductory period (the first 90 days), attendance, tardiness, and performance will be reviewed. Please denote the definition of excessive, absent and tardy in this handbook. Overall, an employee must be at work daily unless written documentation can be produced.

Tri State Maintenance, Inc. will review disciplinary action as a three-step process. If the employee receives a disciplinary action, it is because the job is in jeopardy.

- A written verbal warning
- A written warning with suspension (five or ten day)
- Termination of employment

Furthermore, if an employee engages in misconduct or inappropriate actions on the job site, deemed serious enough by the management staff, an employee may be subject to immediate suspension and/or termination without the administration of the sequential steps of discipline.

If suspension occurs and the employee is given another opportunity. An employee is not guaranteed a job with the same pay, location, or hours if suspended for actions deemed inappropriate, malicious, serious, or neglectful. An employee will be offered either another part time role or float status. The probationary period will begin upon the return to work. Following a five or ten day suspension, the employee is required to call the human resource department and/or supervisor during business hours for reinstatement. A determination as to location as the worksite will be made at this time. If this phone call is not made, it is deemed a no call/no show, and the employee has effectively self-terminated.

Indiana is one of many states in the country that is governed as Employment at Will, meaning an employer does not need to provide explanation to discharge an employee. Tri State Maintenance, Inc. is an equal opportunity employer; therefore, all employees will receive fair and equal treatment.

Document Verification

Tri State Maintenance, Inc. completes authorized, original documents on the 15th of each month. The company will not verify anything by phone, fax or in person. All forms must be an original, with an original signature, and be mailed to our Human Resource Department. Documents are to be in no later than the 14th of the month in order to be completed by the 15th. Documents will be completed and mailed to the requesting party's attention. Copies are not available until after the document has been mailed. Copies can be requested up to 15 days after the form was completed by our staff for a \$1.00 charge, and after 15 days, a \$10.00 charge, and we will need to have a written request for the document and a twenty-four hour turnaround time for our Human Resource Department to comply. Documents will not be mailed directly to an employee unless the employee completes a letter requesting, send the correct payment and a self addressed stamped envelope.

Dress Code

A required branded Tri State Maintenance t-shirt is required while on the job sight. The employee will purchase with a direct check deduction from the paycheck. Additional shirts and sweatshirts may be purchased by request.

Additional dress code requirements: Facial hair should be trimmed and neatly maintained. Hair shall be neatly groomed, and if shoulder length or longer, will need to be pulled back/secured. No open toed shoes will be allowed. No shorts or cut off pants can be worn. Personal hygiene is critical. Take note of being clean and presentable when coming into work.

Excessive Absences

Excessive absences are defined as having **two unexcused absences within 6 months**. This pattern of absences may result in disciplinary action, and during probationary period, may lead to termination. After two consecutive days off work, the employee will need a doctor's note or other documentation excusing the absences before returning to work. During the probationary period, if the employee misses two days or more, the pattern of attendance issues may be grounds for termination. **Tardy** is not being at work on time. **After two tardies in a month or four in a quarter** is deemed excessive. This also may constitute a written warning or job termination. Medical documentation or other documentation must be turned into the office 24 hours from the time the employee is not at work. After the 24 hours, or next business day, the excuse is denoted as unexcused and may lead to termination or written disciplinary action. Must be brought or faxed to our office, only!

Excused Absences

An employee can be denoted as being excused from work by completing a request off work form, by calling off work and providing medical documentation or bereavement of a family member.

Family Medical Leave Act

An eligible employee under the FMLA is an employee who has been employed by Tri State Maintenance, Inc. for at least 12 months, and who has worked at least 1,250 hours in the past 12 months. Ask Human Resources for paperwork if you have a qualifying event.

Insured and Bonded

Every employee is insured and bonded for accidents while performing job duties, as instructed and trained.

Damage done due to carelessness or misconduct would not be covered under the insurance that covers standard and foreseen procedures. An employee may be required to pay part or in full the damages. Employee may be suspended, face civil charges or termination based upon the circumstances.

Job Performance

Every property has a training manual to guide the job performance. When the work is not completed to standards, the employee must modify performance. The employee will go through a disciplinary process as at this point your job is in jeopardy. Failure to modify performance, will lead to job termination.

No Call No Show

Employee who does not report to work or contact the office prior to the start of the shift has not only failed to report to work, but has self-terminated, which means that the employee has quit a job that was available and assigned to be performed. Self terminating, and/or not showing up to work, leaves an employee in poor standing and they will not be considered at any following point to be rehired into the company. It is the employee's responsibility to report to work or notify the company of time needed off. If the employee fails to report to work, the employee does not have employment with the company. The company is not responsible to follow up, rather the employee is responsible.

Non-Disclosure/Privacy Act and Confidentiality

Our clients' technical and business data are prohibited from review, copying, distribution, reading and removal from the client's property. Prosecution can occur by the customers if a breach in security occurs, as well as any other means necessary to gather evidence as required by law. Employee may face disciplinary action or termination. Additionally, Tri State Maintenance Inc will not disclose any information concerning you without a court order, police demands or specific governmental requests. Employees shall take necessary care to assure that our clients' secured and proprietary information remains solely in their custody and shall not be removed, photo copied, or utilized in any manner.

Non-Smoking Properties

Under city ordinance, no one may smoke within a minimum of twenty feet of the building entrance, or in some cases, on the property itself. To comply with the city ordinance, Tri State Maintenance, Inc. prohibits smoking under this statute. Additionally, some clients will establish separate guidelines for smoking on their properties, by which the employees at those locations must abide by. Failure to adhere to the policy may lead to disciplinary action or termination.

Office Keys and badges/passes

An employee may be issued keys, security codes or passes to access a building. These items are on temporary loan and not the possession of Tri State Maintenance, Inc. or the employee who may have temporary possession. Keys must be turned into our office directly, and not to any other person or location upon termination (voluntary or not). Keys may be requested and must be turned over or the employee may face a theft charge, which may result in a warrant issued by the city, county, state or federal authorities. Since keys are not the possession of Tri State Maintenance, Inc. legal matter may be handled through a property manager, a building owner, or the government, based upon the building for which the keys access. If keys, badges and/or swipe cards are not turned into the Tri State Maintenance, Inc. office within twenty-four (24) hours of the employee's last day worked, a payroll deduction can occur, in addition to criminal charges being filed.

On the Job Injuries

An employee must report all accidents, incidents, injury or personal ill health to their manager and our office before the end of the assigned shift that the injury or accident took place. Anything beyond the point of injury may constitute an investigation which may result in the employee responsible for the medical invoices.

It is the employee's responsibility to complete a First Report of Injury at the time of the injury with their manager. Failure to complete this report could lead to disciplinary action. An employee accident would require a drug and/or alcohol test to be conducted. A positive test would not cover workers compensation as the employee willfully would have placed him or herself in the risk of increased probability of becoming involved in an accident. In this case, funds to cover medical expenses would be deducted automatically from the paychecks up to legal action.

If the employee is placed on light duty, it is mandatory to work. If you elect not to work on light duty, you may be terminated for refusal to work.

Return to work statement: In order to protect you and other employees, it is required by Tri State Maintenance, Inc. to have a physician's statement releasing an employee to return to work following an injury or illness for which a doctor's care of which resulted in an absence for two or more consecutive scheduled working days. An employee is prohibited to return to work without first consulting with office personnel and returning sufficient documentation. The doctor's release must state: Release to return to work, and either: without limitations or With limitations and the specifications and duration of limitations

Pay Checks

Employees are paid every other Friday. The first paycheck issued and the final paycheck are live checks and can not be direct deposited. Employees must pick up their own check for both instances. Third party check pick up can occur with the correct documentation and proper identification. See our Human Resource Department for the forms and guidelines. Employees may have their check mailed with a self addressed envelope and letter authorization to mail the check. Direct deposit is available. Failure to return company property may lead to monetary deductions from you paychecks. Keys, badges and swipe cards must be back in the possession of Tri State Maintenance, Inc. within 24 hours of the last day reporting to work. If not, payroll deduction will occur or a police report will be filled.

Paid Holidays

In order to be eligible for paid holidays, an employee must be employed six (6) months prior to the holiday to receive holiday pay. The holiday must fall on your actual schedule workday to receive pay for the holiday. An employee must have not missed more than two unexcused days in the calendar year or must not have more than two tardy days in the calendar year. Also the employee must work the scheduled day before and after the holiday in order to be eligible. Paid holidays are an employee benefit that is earned.

Employees are paid for the following six national holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Paid Vacations

Salary employees are provided paid vacation based upon the length of service as a salary employee.

Length of Service on Salary	Vacation Benefit
1 year	5 days
2 years	10 days
10 years	15 days
15 years	20 days

Personal Property

An employee should not bring bags, boxes, backpacks, handheld electronic devices, cell phones, cigarettes, hand guns, weapons of any sort to include knives, or toys to a job site at any time. Cell phones cannot be used while on the clock; personal phone calls are prohibited and may lead to termination if not a written warning or suspension. A weapon on a property is instant termination with cause.

Probationary Period

An employee is in a probationary period for the first ninety days, at which point individual job performance, attendance and efficiency will be reviewed with the management staff. During or prior to the end of the ninety days, the employee may be released for failing to meet outlines expectations.

Request for Time Off Work

An employee can request an approved day off work. Specific stipulations that would apply are: the employee must be with the company for at least six months prior to the time being requested off; give at least seven days prior notice; cannot have more than five days off during the calendar year and the time off cannot be a 'black out day.' The following dates are 'black out' dates and will never be authorized for time off: The day before or after one of the government holidays, and the week between Christmas and New Years. All requests for work days off must be submitted in writing and approved by the district manager.

Sexual Harassment or Harassment

It is the policy of Tri State Maintenance, Inc. to provide an environment free from sexual and sex-based harassment. It is against the policy of Tri State Maintenance, Inc. for any employee to sexually harass another employee. Sexual harassment or sex-based harassment occurs when unwelcome physical conduct of a sexual nature becomes a condition of an employee's intended employment, affects other employment decisions regarding the employee, or creates an intimidating, hostile or offensive working environment.

Any employee, who believes he or she has been sexually harassed, should report the conduct immediately to his or her supervisor or the highest officer in the company. A thorough and impartial investigation of all reports will be conducted in a timely and confidential manner. Any employee of Tri State Maintenance, Inc. who has been found, after the investigation, to have sexually harassed another employee will be subject to disciplinary action up to and including termination.

An employee who harasses another employee may face disciplinary action or termination. No employee may verbally or physically attack another employee. These actions will come before the President of the company. If the President finds the actions to be valid, the employee will face the next step in the employee disciplinary process or may lead to immediate termination. No employee is permitted to assault, attack, batter, or verbally abuse another employee.

Short Term Disability

Any employee, on salary full time status for 6 months, may take three days per calendar year off for a medical or personal nature without effecting the per week pay with sufficient documentation. However, after the three personal days have been expired, the employee will be required to take vacation days instead of the earned credit. Under 6 months, compensation is not provided. An employee who has a medical need to be off of work would be eligible to apply for a short term disability leave. This unpaid time away would require medical documentation listing the time needed to recover. If this need would be longer than the two weeks of unpaid short term disability, the employee may apply for the Family and Medical Leave Act. The employee must have a completed return to work statement from the tending physician. The short term disability would be for two calendar weeks, maximum.

Simple IRA - Retirement Fund

An employee with two solid calendar years and earns a minimum of \$5,000.00 within each of those two years, will be eligible to be an active part of the Simple IRA program. Enrollment will be held one time per year, January, and specific paperwork will need to be completed.

Substance Abuse

No alcoholic beverages or controlled substances shall be taken during business hours. Tri State Maintenance, Inc. operates under a drug free workplace policy and will not condone the use of such substances. An employee suspected of being under the influence will be drug and/or alcohol tested when probable cause exists. A positive test of either would lead to disciplinary action that may include termination. A positive test result would also result in the cost of the test being deducted from the employee's paycheck.

Theft

An employee who removes anything from a job site that was not on their person prior to walking onto the property has committed theft, and is punishable by law. Examples: items found in a trash can, newspapers, magazines, food, candy, beverages, promotional items, empty boxes - are all items never to be taken with you when depart a building. Company files may not be removed from the premises. Violation of this policy may directly result in disciplinary action up to and including termination. Lastly, usage of computers, fax machines and other office equipment is a form of theft. Employees caught falsifying time cards, mileage reports, work orders or sign in/out sheets for themselves and/or others may also be prosecuted for employee theft. Stealing of extra money from the company will be punishable. Ghost-employment is forbidden. An employee can and may be terminated for this rule infraction without going through the disciplinary process.

Transportation Assistance

If you experience difficulty getting to work, contact the office to arrange Transportation Assistance. Your supervisor is able to take you to your building, dependent upon work load and scheduling. After three assistances in one calendar year, a fee of \$10 per pick-up (automatically deducted from you check) will be required for management picking you up at your location, delivering you to the job site and returning to your location. Transportation assistance is available when needed, but it is the responsibility of the employee to have secured transportation to and from work.

Voluntary Termination

Two (2) weeks notice is expected if an employee plans to terminate employment. Non-compliance will forfeit any accrued vacation time and any other bonuses or benefits. Voluntary termination should be in written form, presented to the direct supervisor. Upon termination, security badges and offices keys must be returned or replacement charges will be withheld from final paycheck.

Weather Delays

All employees for Tri State Maintenance, Inc. are to report to work during inclement weather unless supervisor makes contact. The nature of this industry requires that office cleaning continue during all weather situations.

Work Area(s)

Employees are not permitted to have family/friends even animals visit or have access to the work site. Such activity could lead to termination. No one is permitted in your work area, be it in the company truck or your cleaning location. Nor, will an employee of Tri State Maintenance, Inc. allow anyone to gain entrance into any building in which we are cleaning. Employees are not permitted to bring radios or any handheld music devices or turn on music, televisions or other forms of entertainment at the job site.

Family Medical Leave Act

Tri State Maintenance, Inc. complies with all applicable federal and state labor and employment laws, including the Family and Medical Leave Act of 1993 [FMLA]. Under the FMLA, eligible employees are entitled to certain rights, and have certain obligations, with respect to unpaid leave for certain family and medical reasons.

FMLA Leave Eligibility

An eligible employee under the FMLA is an employee who has been employed by Tri State Maintenance, Inc. for at least 12 months, and who has worked at least 1,250 hours in the past 12 months.

Reasons for FMLA Leave

1. To care for a newborn child, or a child newly placed in the employee's custody through adoption or foster care, for a period of up to one year after such birth or placement.
2. To care for the employee's spouse, child or parent who has a serious health condition.
3. Because the employee's own serious health condition, if that condition renders the employee unable to perform his or her job functions.

Compensation for FMLA leave

The FMLA leave is unpaid; however, an eligible employee must take any and all accrued paid vacation.

Job Security

An eligible employee who takes leave under the FMLA and who returns to work before his or her annual FMLA entitlement has expired will be restored to the position he or she held when the leave commenced, or to an otherwise equivalent position with respect to pay, benefits, and other terms and conditions of employment, unless the employee would no longer have been employed in such a position had the employee not taken such a leave.

Employee Notice Requirements

An eligible employee must give the Tri State Maintenance, Inc. at least 30-days' notice of his or her intent to take leave under the FMLA. If the employee is unable to give such notice because the nature for leave is not foreseeable, then the employee must give as much notice as practicable. Any employee who fails to give the requisite notice may be delayed in receiving authorization for leave. An employee must request FMLA paperwork within two days following a release of an emergency medical situation. Failure may disqualify the employee from being granted FMLA and the employee is subject to attendance policy.

Health Care Provider Certification

In cases of leave to be taken to care for a serious ill family member or due to the employee's own serious health condition, an eligible employee must provide Tri State Maintenance, Inc. with a completed and signed health-care-provider certification indicating that the employee requires FMLA leave. This certification must be returned to Tri State Maintenance, Inc. Human Resource Director within 15 days after the employee gives notice of his or her intent to FMLA leave, and must contain the following information:

- the date on which the serious health condition commenced
- the probable duration of the condition
- the treatment regimen prescribed
- any appropriate medical facts within the health-care-provider's knowledge regarding the condition
- if applicable, a statement that the employee is needed to provide care for his or her spouse, child, or parent and an estimated duration of such need
- if applicable, a statement regarding the medical necessity of intermittent or reduced hours schedule leave.

Failure to return this certification as detailed may result in delays in securing authorization for leave, and failure to return the certification at all will preclude the employee from taking leave.

An eligible employee must also furnish Tri State Maintenance, Inc. with completed and signed health-care-provider certification every 30 days during the employee's leave period. An eligible employee's failure to furnish subsequent certification may result in termination of the employee's right to leave.

An eligible employee on FMLA leave must submit to Tri State Maintenance, Inc. a medical release indicating that the employee is able to return to work. Failure to submit such a release will preclude the employee from being restored to his or her employment.

Nondiscrimination/Nonretaliation Policy Statement: Tri State Maintenance, Inc. will not interfere with, restrain, or deny the exercise of any right provided under the FMLA. Tri State Maintenance, Inc. will not discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or discharge or discriminate against any person for his or her own involvement in any proceeding under or relating to the FMLA.