

DaVinci Home Services, Inc

Doing Business As;



EMPLOYEE HANDBOOK

A copy of this document can also be found on the It's Maid Day, Gateway page located at www.maidtrainingacademy.com. Click on **Gateway** from the menu at the top of the home page. Then click on **It's Maid Day** from the list of maid companies and enter your password. The current password is MTA874. Passwords are changed from time to time and if your password does not work, contact the Office Manager. Then click on "[click HERE for the Learning Center.](#)" Enter the password "Clean888" to enter the Learning Center. From this page, click on "New Employee Training" for the "Employee Handbook Class" to find this document.

Handbook Disclaimer: DaVinci Home Services reserves the right to make changes to the policies, procedures and other statements made in this Employee Handbook. Business conditions, federal and state law and organizational needs are constantly in flux and may require that portions of the handbook be rewritten. This is necessary to successfully provide the appropriate employment relationship and to obtain the goals of the organization.

The most up to date version of the handbook will be located on **Gateway** as mentioned above.

TABLE OF CONTENTS

Topic	Page	Topic	Page
INTRODUCTION	3	Dress Code	26
DaVinci Home Services, Inc.	3	Driving Safety	27
Company Mission Statement	3	Eligible Definition for Benefits	28
Our Product	3	Honored Holidays	28
Company Organization	3	Inappropriate Language	29
Consistent Quality	4	General Liability and Damage Claims	29
Employee Pay	5	Insurance-Workman's Compensation	30
A typical day's schedule	6	Jury Duty	30
Paying for excessive drive time	6	Lost Payroll Checks	30
Recleans / Call Backs	8	Non-solicitation of Customers	30
Employees work a full day	8	Non-solicitation of Employees	30
Guarantee Pay	9	Part Time Employees	30
Attendance & Time Off	9	Paychecks	31
Equal Employment Opportunity	16	Pay Advances Against Earned Pay	31
Workplace Harassment	17	Pay Rate Privacy	31
Smoke-Free Workplace	18	Performance Reviews	31
Open Door Policy	18	Resignation or Termination	31
Drug Free Workplace Policy	19	Safety	32
Security and Theft	24	Snow Days and Inclement Weather	32
GENERAL POLICIES	25	Solicitation of Services	33
Cellular Phones	25	Tips	33
Cleaning Tools and Supplies	26	Video Recording & Picture Release	34
Company Vehicles	26	Agreement	35
Corrective Action	26		
Customer Privacy and Reporting Suspicious Behavior	26		

As this handbook is updated, the pages may not match the table of contents exactly. You may have to find the subject matter a few pages before or after the page indicated in the table of contents.

INTRODUCTION

A. DaVinci Home Services, Inc.

DaVinci Home Services, Inc is a home services company that owns several brands including It's Maid Day. Employees may work for one brand or another or both, however, all employees work for DaVinci Home Services, Inc. All rules in this handbook apply to all employees of DaVinci Home Services, Inc. Any mention of It's Maid Day is intended to apply to all employees of DaVinci Home Services and not to one brand or another. Any reference to "company" refers to DaVinci Home Services, Inc and all brands.

B. Company Mission Statement

We are committed to providing consistent high-quality cleaning service at competitive prices.

Customers can easily be lost if we fail to provide quality service even one time. Customers are demanding because maid service is a large expense for any household budget.

New customers are hard to get. They are also very expensive to get. Advertising is our second largest expense right after payroll. New customers are also limited, and there is not an endless supply of new customers.

There is also a lot of competition to get new customers, and we have to stand out as the best service provider.

Our reputation through online rating agencies is critically important to our growth and survival as a company. If we do a poor job just one time, a customer can, will and has, posted negative reviews about their experience on Angie's List, Google, Yelp, Better Business Bureau, etc. As a result, everyone has to do a good job every day, in every position they hold.

Our company has a reputation for high quality, and we work hard every day to maintain that great reputation through the good work of our people.

C. Our Product

Our product is people providing services, based on specific instructions from both the customer and the company. Our product is you.

D. Company Organization

We are happy to have an organization with limited layers of management. Employees can meet with the owner, Bruce Bishop, at any time and there are no barriers to bringing a concern, suggestion or observation directly to Bruce.

DaVinci Home Services, Inc

Our organization chart is designed around the Cleaning Teams. And within the Teams, the Team Leaders have responsibilities to the Cleaning Partner, and the Cleaning Partners have responsibilities to the Team Leaders. There is a lot of teamwork involved.



Consistent Quality Policy	
Purpose:	The company is committed to quality service on a consistent basis

Providing Consistent Quality Service is critical not only to our success but to our survival as a company. Our commitment to customers is to provide quality service on a consistent basis. We have to provide quality service every single time we clean.

Excellence is not an act but a habit. ~Aristotle

The company has written instructions for every position within the company. These instructions must be followed for all teams to provide the same level of quality. This allows cleaners to work on different teams with the same expectations, process, times and quality.

DaVinci Home Services, Inc

The end result does not justify the means. The way you clean is very important. During your training we explain and justify why we do certain things the way we do it. Our goal is to educate and train all of our people to clean the same way. These methods are well documented in your training. **Do not drift back to old habits and non-approved methods.**

Learning and following these procedures will allow you to form a habit. If your cleaning process becomes a habit, then your job becomes easier and less stressful.

All instruction manuals are available 24/7 online and can be accessed from any computer, smart phone or on the team's Tablet. If you are unsure of a process, ask your Supervisor or look up the answer yourself.

Employee Pay	
Purpose:	To explain how people get paid

There are two types of pay.

1. All Cleaners are paid a commission for each job completed
2. Office and Management staff are paid by the hour

Cleaners are paid a commission

Cleaners are paid for each job based on an hourly rate for the **time allocation expected to complete the job.** This is similar to compensation plans for mechanics. We have a 30 minute limit on getting out of a home early based on the allocation of time.

If you complete the job early (subject to the 30 minute rule) you still get paid the full amount based on the time allocation. If you go over time, you only get paid the allocation of time. Our pricing tool is very accurate in predicting time requirements. 95% of the time you will finish before the time allocation expires (10 minutes early on average). Typically less than 5% of jobs go over the allocation of time. And if they do, it's not much. If you are a veteran cleaner, you know how important this is. We take care of our people by providing jobs based on realistic timetables.

Drive Time Pay and Excess Drive Time

The goal for average drive time between jobs is 30 minutes or less. We do not pay for drive time. If the average drive time happens to go over 30 minutes on average, we will pay you more for the excess drive time. It doesn't happen very often, but if it does happen, we take care of our people and pay you for the excess time.

Our commitment to our cleaners is to find the best route every day. Even when the schedule changes based on employee call outs or customer cancellations, we try to find the best route and schedule to minimize drive time. However, if your drive time does go over the 30-minute average, we will pay you more for the amount over the 30 minutes.

DaVinci Home Services, Inc

A typical day's schedule

Report to the office Load the company car and leave for your first job	7:30 AM
1st job starts	8:00 AM
First job ends	10:30 AM
30-minute drive time to next job	
30-minute morning break / early lunch	
2nd job starts	11:30 AM
2nd job ends	2:00 PM
30-minute drive to next job	
3rd job starts	2:30 PM
3rd job ends	4:30 PM
30-minute drive back to the office	
Arrive at the office Unload the car and prepare for the next day's job	5:00 PM
Leave the office to go home	5:15 PM

In the above example, you get paid for 7 hours of jobs. Because jobs can end early, teams are often back to the office by 4:30 PM, however, we can work a team up to 5:00 as long as that does not put them over 7 hours of cleaning for the day.

Paying for excessive drive time	
Purpose:	Our goal is to keep our drive time under 30 minutes, on average, for each leg for the drive time going to jobs and coming back to the office.

Our drive time goal is for drive time no more than 1/3 of your day or 33.33%. There is a minimum of 1 hour of drive time, if cleaning just one home. This is the logic behind using 33.33%. In a typical day, a team will clean 3 houses. The average minimum job time is 2 hours for a total of 6 hours of cleaning. There are 4 legs of driving on 3 houses a day.

	Drive Time	Job Time Allocation
Drive from office to 1st job	30 minutes	2 hours
Drive time from 1st job to 2nd job	30 minutes	2 hours
Drive time from 2nd job to 3rd job	30 minutes	2 hours
Drive time back to the office	30 minutes	N/A
Total Time	120 minutes or 2 hours	6 (or more) hours

2 hours of drive time / (divided by) 6 hours of cleaning = .3333 or 33.33% drive time to work time.

DaVinci Home Services, Inc

The formula for drive time allocation is

$$\text{TOTAL JOB TIME ALLOCATION} \times .3333 = \text{Drive Time Allocation}$$

Example #1 Long drive to Spring Cleaning following by a smaller job with normal drive time.

	Drive Time	Job Time Allocation
Drive from office to 1st job	60 minutes	4.00 hours
Drive time from 1st job to 2nd job	30 minutes	2.00 hours
Drive time back to the office	30 minutes	N/A
Total Time	120 minutes or 2 hours	6.00 hours

6 hours of job time allocation $\times .3333 = 2$ hours of total drive time, so no additional pay.

Although it took 1 hour to get to the first job, the first job is a large 4 hour job. In this example no drive time overage is paid.

Example #2 Long drives to several homes.

	Drive Time	Job Time Allocation
Drive from office to 1st job	60 minutes	2.50 hours
Drive time from 1st job to 2nd job	45 minutes	2.00 hours
Drive time from 2nd job to 3rd job	30 minutes	2.50 hours
Drive time back to the office	45 minutes	N/A
Total Time	180 minutes or 3 hours	7 hours

7 hours of job time allocation $\times .3333 = 2.33$ hours which is 2 hours 20 minutes (.33 \times 60 minutes = 20 minutes) In this example the team would get paid 40 minutes of excess drive time.

Drive time is paid at your normal pay

Example #3 Normal drive times to 4 homes working with 3 cleaners.

Cleaning 4 homes is typically associated with cleaning with 3 cleaners. This example shows the impact of drive times on days you may work with 3 cleaners the entire day.

	Drive Time	Job Time Allocation
Drive from office to 1st job	30 minutes	1.50 hours
Drive time from 1st job to 2nd job	30 minutes	1.50 hours
Drive time from 2nd job to 3rd job	30 minutes	2.00 hours
Drive time from 3rd job to 4th job	30 minutes	1.50 hours
Drive time back to the office	30 minutes	N/A
Total Time	150 minutes or 2.5 hrs	6.50 hours

DaVinci Home Services, Inc

6.50 hours of job time allocation x .3333 = 2.17 hours which is 2 hours 10 minutes (.17 x 60 minutes = 10.2 minutes) In this example, the team would get paid and additional 20 minutes of drive time.

We track total drive time but it is a manual process which means we could make a mistake. If you think a day's drive time is over the allocation, the Team Leader (or anyone on the team) needs to put "Drive Time" in the work order along with name of who worked the job. This way we have a record of your request and it helps the office.

We use the GPS tracking system in every company car to track travel time. Travel time does not include stops for lunch, or to stop at a gas station for a break.

<p>RECLEANS / CALL BACKS ON DISSATISFIED CUSTOMERS</p>	<p>Although rare, customers have the right to call back the cleaning team to re-clean an area that was missed or not cleaned to a satisfactory level.</p> <p>All callbacks will be validated by the office. If the complaint is validated, the cleaning team will be required to clean the complaint area again and will not receive additional compensation because the team was already paid originally to clean the home according to company standards and package details.</p> <p>The DOL indicates that we are allowed to do so as long as the total hours worked and pay that week are at least minimum wage.</p>
---	---

All Employees are expected to work a full day	
Purpose:	To explain what a full day is and the maximum number of hours expected and restricted to work.

We appreciate the hard work and dedication required to deliver a high quality cleaning at every home, every day. Because of the physical requirements to clean, no cleaner will be required to clean more than 7 hours a day. This does not include drive time or Operations Managers who work straight time and up to 50 hours a week, with overtime pay.

Unless previously scheduled time off is approved through BambooHR, (our attendance software), you are expected to work a full day. We do not schedule any jobs past 5:00.

Every cleaner is expected to be available to work a full day unless they have scheduled time off. If the office calls to inform a cleaner or team that they have an additional job added to their day be it early or late in the day and an employee at that time indicates that they cannot work that job for whatever reason, or refuse to answer their phone when called, it is considered, a time off request without notice. If you refuse to work a full day it is grounds for termination.

You will not be required to work another job if the team or cleaner is already back to the office.

DaVinci Home Services, Inc

If your first job is not scheduled until later in the day, you may be called as early as 6:45 AM to come in early.

If you happen to have a day with no jobs scheduled, which is rare, and we do not contact you by 9:00 AM of that morning, you will not be required to come to work that day.

Guarantee Pay

We are proud to offer our cleaners, guaranteed pay. It is rare in the maid industry to be guaranteed any pay. Guarantee pay doesn't happen very often because we keep our people busy with work and we don't over staff our offices. Guarantee Pay is provided as a stop gap for slow weeks or if a cleaner has an unusually high number of customer cancellations or reschedules. Guarantee pay starts at \$400 for Cleaning Partners and \$450 for Team Leaders. After 2 years, Guarantee pay goes to \$450 for Cleaning Partners and \$500 for Team Leaders after 3 years.

Guarantee Pay is provided only if the cleaner is available and willing to work every day and a full day during the pay period. If a person takes any time off during the pay period, there is no guarantee pay for that week. If we ask a cleaner to come in early and they are not able to report to work within 45 minutes of notification, there is no guarantee pay for that week. If there is a holiday in the middle of the week and the office is closed, guarantee pay will be adjusted to the number of days the office is open that week.

We have other tasks to fill in these periodic gaps in work. You may wash the company car, deep clean the office, help the office with office tasks, make calls to former customers to ask if they have any cleaning needs, and other miscellaneous work that the company may need to help provide you work so we can meet our guarantee pay levels.

Attendance Policy	
Purpose:	Explain the full benefits of the policy. Establish the rules, requirements, limitations and consequences of violating this policy.

We provide one of the best Time-Off benefits in the industry. We are very happy to provide the following Time Off plan to all Full Time employees.

Days are non-paid days until you earn paid time off starting at 6 months.

In the following chart, the maximum number of days is 30 days which include any paid days. Paid days are not in addition to days off, they are part of the maximum days. For example, after one year, you have 20 total days which include the 5 days of paid time off. So you have 15 non-paid and 5 paid days for the total of 20 total days.

DaVinci Home Services, Inc

Total Days Per Year

Service Time	Cleaning Partners & All Others	Team Leaders	Management & FT Office Staff
Less than 1 year	1.667 days earned per month starting day one * Convert 3 days of earned time to paid time off at 6 months	1.667 days earned per month starting day one * Convert 3 days of earned time to paid time off at 6 months	1.667 days earned per month starting day one * Convert 5 days of earned time to paid time off at 6 months
After 1 year	20 days with 5 days paid	20 days with 5 days paid	10 sick days & 10 days paid
After 2 years	20 days with 10 days paid	25 days with 10 days paid	15 sick days & 10 days paid
After 3 years	25 days with 10 days paid	30 days with 10 days paid	15 sick days & 15 days paid
After 4 years	25 days with 15 days paid	30 days with 15 days paid	15 sick days & 15 days paid
After 5 years	30 days with 15 days paid	30 days with 15 days paid	10 sick days & 20 days paid
After 10 years	30 days with 20 days paid	30 days with 20 days paid	10 sick days & 20 days paid
After 15 years	30 days with 25 days paid	30 days with 25 days paid	15 sick days & 25 days paid

* Your first year you will accumulate time off (unpaid). The first day of your employment you earn 1.667 days of unpaid time off for the first month, the second month (on your anniversary day) you earn an additional 1.667 days (unpaid) for a total of 3.334 days and the third month you will earn another 1.667 days for a total of 5 days (unpaid). And that will continue through the rest of your first year. Your second year you get all 20 days on the first day, with some additional rules on how much time you can get approved.

If at any time you exceed your allocation of time off, it is grounds for termination. **The office staff has no more than 10 days of sick time a year, which includes call outs, late starts or leaving early.**

Time off includes, Sick Days, Personal Days, Vacation, Personal Court Appearances, Car problems, Funerals or for any reason you are not able to work. Days are calculated based on your original hire date. Days renew every year on your anniversary.

Unused time off will not roll over into the next year. Any unused paid vacation will be paid and will not roll over

Cleaners are paid on production, so a Cleaner's pay can fluctuate. Paid Time Off benefit is paid based on the company average pay of \$400 a week for a Cleaning Partner and \$450 a week for Team Leader. After two years of service the average paid vacation increases to \$450 for a Cleaning Partner and \$500 for Team Leader.

Convert your "Paid Time Off" into "Cash & Unpaid time off" Once you qualify for paid vacation you can request a cash benefit without losing time off. Any paid time off that is cashed in, would convert to unpaid time off. You still have the time off but you would not be paid for that converted time off.

There is a limit on cashing in your paid time. No more than 5 days, every six months.

No more than 5 days of paid time off can be granted in a rolling 30 day period.

Exceptions can be made with a 30 day notice to the company as part of a continuous time off request.

DaVinci Home Services, Inc

Paid Time Off after separation. Any unpaid time off after termination is paid as a continuation of time as if they were working. For example, If a person has 4 weeks of paid vacation at the time of separation, the paid vacation would be paid over the next 4 weeks of as normal payroll period. If a person terminated on a Friday and had 8 days of paid vacation, the first 5 days would be paid at the next pay period and the 3 day balance would be paid the following week. If that same person terminates at the end of day Tuesday, then Wednesday, Thursday and Friday paid time off will be report on the next weeks pay followed by the balance of 5 days on the following pay period.

Limitations on Time Off.

We try to accommodate all requests for time off however there are limits on what we can approve. **Staffing is critical to our very survival as a company.** That comment is not to be taken lightly. The maid business is based on cash flow and production. When people call out, we typically have to bump a customer because we don't over staff. If we overstaff then people get shorter hours and that's not fair to other employees. That's why calling out on the same day really hurts us. The customer may terminate service even the first time it happens. The customer may skip that service and we lose revenue that week. Your normal cleaning partner has to work on a 3 person team which often results in a smaller pay day for all 3 cleaners.

Short Notice Time Off

Request for Time off with less than 24 hours including same day callouts can happen but they must be limited.

- No more than 3 short notice time off requests in a calendar month
- No more than 6 in a rolling 3 calendar month period.

This applies to any short notice for time off, be it a full day or even an hour, paid or unpaid.

Vacation or any time off may be declined based on numerous factors including but not limited to these listed in this handbook. Time off requests may be declined because other employee(s) have requested time off for the same time. Submitting your request for time off as early as possible is your best chance of getting your request approved. Typically, we can only approve 2 cleaners per day per position.

Future time approved is subject to declination if you run out of time before the requested date.

As an example, if an employee asked for 2 days off for next month, but then uses all the time off allocation prior to scheduled time, the future time off approval may be declined. This is more common with 1st year employees. Be careful with requesting time off prior to it being earned. All time is subject to eligibility rules.

Changing or cancelling your request for time off may not be approved. When someone is approved for time off, the company rearranges schedules and limits new customer sales based on time off approved. If you change your mind and want to work the time you previously requested off we may not approve your request to work that time. Your time off will be assessed. Requesting a

DaVinci Home Services, Inc

change in time off previously approved must also be requested and approved through BambooHR. Verbal approvals are not allowed for any change of time off.

Duration of time off can be taken hourly (if available) or up to 5 days in a row your first year. Any request for time off for 3 - 5 days consecutive days must be submitted two weeks in advance of the time off. The most consecutive time off granted is 10 consecutive days. Any request for more than 5 consecutive days must be submitted 1 month in advance.

Time off requests for partial days may not be granted. Partial days are hard to grant because they often require a supervisor to take or pick up a person and drive them to or from the office. This is not only hard to coordinate it is also an added expense.

Some events count only as one day

If an employee is hospitalized, the entire time they are hospitalized will count as one absence. Employee must provide proof of hospitalization days.

If an employee is undergoing Chemo-Therapy, cancer treatments, or severe illness treatment that result in missed days directly after treatment, these days will count as one day for up to 5 consecutive days of absence. Employee must provide proof of treatment date.

Any time off for a death of an immediate family member, (mother, father, mother in-law, father-in-law, sibling, spouse, child) will be treated as one absence and is restricted to 3 consecutive work days. For children it is 5 days. Employee must provide proof of death and relationship using an obituary notice from the newspaper, showing date.

All requests for time off must be submitted and approved using BambooHR

BambooHR is an online Human Resources tool that tracks earned time off, and is used to submit all time off requests. New employees are added to Bamboo system within a few days of their hire date.

An email is sent to your personal email address with instructions on how to log in. You need to log in and confirm your information within 24 hours of receiving your email. If you go beyond 24 hours you will need to contact the Office Manager to resend the login email.

Anytime your personal information changes, like your home or email address, phone number, Emergency Contact, etc. you are required to update BambooHR right away. The Office, your Team Leader and Operations Manager need to have your current phone number at all times.

There are no verbal confirmations for time off. Until you receive your approval notification from BambooHR, your time is not approved. All requests are either approved or declined.

Make sure to check for your approval before making any definitive plans like buying airline tickets. Keep in mind, sometimes requests are declined and telling the office that you have already purchased airline tickets or incurred personal expenses does not override a declination.

DaVinci Home Services, Inc

We have a delicate balance between time off and serving the needs of our customers. Staffing is critical to our very survival as a company . Once again, it is best to submit your time off request as early as possible and no later than the deadlines outlined in this handbook.

Not reporting to work on days that your time off request was denied

If you call out for any reason on the day that was previously denied is grounds for termination. If the reason is medical related, a Doctor's note must be submitted with a note restricting you to work for any days missed. The office will call the Doctor's office to confirm the note.

Calling Out Sick or Running Late to the office

We have a great Time-Off policy and it is designed to be a benefit when you need it. You have to follow these procedures when you cannot report to work.

Call the office as soon as possible but no later than 7:00 in the morning on the day you are calling out. **Call 770-790-4979. When you hear the general greeting, press #6 on your phone and you will be connected with our Call Out voicemail system. You will need to provide your name, how long you will be out and when you expect to return to work.**

The office or Operations Manager will get back with you if they have any questions or concerns about your call out. The office will process your time off request and you should receive an email confirmation. These call outs will be initially processed as unpaid. If you want to use a paid day, you must log into bamboo HR and request a change to paid time off.

Coming to work sick or injured and unable to perform your duties

If an employee comes to work ill, including high fever or injured (off the job injury), they can be sent home and it will still count as an absence. Coming to work ill does not help the company, your cleaning partner or the customer. In fact, it hurts.

We cannot have ill people working. You can pass your illness on to your cleaning partner, other employees and the customer. If a customer sees that we sent an ill person into their home they would be very upset, as they should be, and may terminate their service.

So if you are ill, running a fever or know you cannot perform all your duties do to an injury, don't come into work. Call the office call out voicemail system **770-790-4979 ext. 6 no later than 7:00 in the morning** so we have the time to find a substitute or make other arrangements.

Tardiness

You are considered Tardy if you arrive any time later than the time given to you by your Team Leader. If you are 15 minutes late you may be replaced that day because the team couldn't wait on you and accessed a full day from your time off allocation.

DaVinci Home Services, Inc

ALWAYS CALL the office if you are running late.

Typically employees are required to be at the office by 7:30. Unless your Team Leader tells you to be at the office later than this time, you should be at the office no later than 7:30. Arriving to work on time is very important. Being late to work can lead to numerous problems.

- Many of our customers are at home waiting on our arrival.
 - Some customers will not allow us to clean their home if we are late
- There is a tendency for cleaners to work faster to catch up and that leads to other problems
 - Working too fast leads to more breaks and damage claims
 - Working too fast can give sloppy cleaning results
 - Working too fast is always viewed by the customer as bad, rushed, sloppy and damaging.
- Wasting times of others
 - Being late is not appreciated by your cleaning partners
 - Your problem is leading to problems for your cleaning partner
 - This can create bad feelings between co-workers if you are tardy often.

As a result we look at tardiness very seriously. We know it can happen on occasion but if the problem is frequent it can lead to disciplinary action including termination.

Don't blow through your time off. Manage it and have fun.

We offer more time off than most companies any where and any industry. Have you ever worked for a company that gave you 4 weeks your first year? Probably not. Don't blow through your time off. Manage it carefully. We have seen great cleaners take all their time as they earn it, living on the edge of being over the allocation. And then when they really need the time off, they don't have any.

Ever if you are the greatest cleaner in the world but go way over on your time off, we will have no choice but to let you go. If you are terminated for exceeding your earned time off or violate any rules and requirements in the Attendance Policy, you may not receive Unemployment Benefits. For more rules on unemployment benefits contact the GA Department of Labor or visit http://www.dol.state.ga.us/js/file_unemployment_insurance_claim.htm

Here are some tips to help you manage your time off allocation.

- If you don't need a full day, only take the time off that you need. If you need just a few hours, try to schedule appointments for later in the day. It's easier to grant a few hours of time off at the end of the day than the beginning of the day.
- DO NOT BANK ON ENDING EARLY. Our goal is to keep all of our people busy so remember that we may give you a last-minute job to fill up your day. If you need time off then request it through BambooHR
- BambooHR sends a reminder email every Friday of your time off balances.

Accumulate your time off and go take a vacation or have some fun. If you don't call out or miss work for your first 3 months you will have earned 5 days of time off. Once you earned time off you can take it for anything you want to do. We love to see our people enjoy life and use their time off to have fun. Go on a family vacation or do something fun to treat yourself. You earned it! 😊

Take care of yourself and stay well

You have a responsibility to take care of yourself so you can work. You have a responsibility to your co-worker to stay well because your ability to work can affect their ability to work. You also have a responsibility to your recurring customer because a recurring team typically cleans the home best and the customer loves seeing the same team every time. The nature of this work can lead to higher risks of getting ill if you don't take care of yourself. So take care of yourself and avoid common mistakes that can increase your chances of getting sick.

- Wear appropriate clothes to prevent illness
 - This job requires you to be outdoors throughout the year including the cold winter months and rainy days. You have to carry equipment and supplies to and from the customer home and with several homes a day to clean, you will find yourself outdoors in the weather throughout the day.
 - You need to wear an appropriate jacket or heavy coat to keep warm. You should wear gloves and a stocking cap during colder days of the year.
 - Don't go outside in the cold winter months without your jacket. The risk comes in working in a home, you get warm because you are constantly moving around. Then you may want to go outside without a jacket but that is when you are most likely to catch cold. Always wear your jacket when outside in the cold.
 - If it is raining then wear a jacket that can deflect water. Don't go out in the rain without a waterproof jacket. You don't want to work in wet clothes because that can also get you ill.
- Get plenty of rest.
 - Make sure you get enough rest. The demands of this job require an adequate amount of rest and getting an appropriate amount of sleep at night.
- Eat a balanced diet
 - You will be burning a lot of calories throughout the day and you want to make sure you have a good diet to fuel your energy needs
 - If you don't eat a balanced diet you will not be able to finish your day or your quality of work will suffer because your energy levels are low
 - **Don't skip meals during the day.** Make sure to bring your lunch and even snacks throughout the day. Most employees bring snacks to munch on throughout the day.
 - If you don't maintain a good diet you increase your chances of getting sick.
- Consider getting a Flu shot
 - The company supports wellness and will reimburse any employee \$25 toward a flu shot. Simply bring your receipt to the office and we will reimburse you \$25 on your next paycheck.
- Be careful with your recreational activities
 - Being physically active is a good part of any wellness program but you need to be careful not to injure yourself.
 - There is no light duty work with maid service. To do your job you have to bend, lift, hold and see. You need to be 100% to do a good job.

Equal Employment Opportunity Policy	
Purpose:	The company is committed to providing equal employment opportunity to all individuals

- 1) The company is committed to providing equal employment opportunities to all individuals. The company's employment decisions and practices will not be influenced or affected by race, color, creed, religion, national origin, marital status, sexual orientation, or any other characteristic protected by law.
- 2) Employees with concerns about any type of discrimination in the workplace are encouraged to bring their concerns to the attention of the owner, Bruce. Employees can raise questions and concerns about their employment without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination or reprisal will be subject to disciplinary action, up to and including immediate termination.

Workplace Harassment Policy	
Purpose:	The company is committed to a workplace free of harassment

- 1) The company is committed to providing a working environment that is free of sexual and other unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, disability, or other legally protected characteristic will not be tolerated. The company expects the full cooperation of everyone in making this policy effective. Anyone who violates this policy will be subject to appropriate disciplinary action, up to and including discharge.
- 2) Sexual harassment is one form of harassment specifically prohibited by this policy. Sexual harassment is defined as unwanted sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature if:
 - a) Submission to such conduct is made a requirement of an individual's employment, or
 - b) Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual, for example; wage increases, promotions, or evaluations, or
 - c) Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- 3) Sexually harassing conduct may include, among other things:
 - a) Requests or demands for sexual activity
 - b) Use of sexual comments or jokes
 - c) Demeaning characterizations based on gender
 - d) Sexual remarks about a person's body, clothing, or sexual activities
 - e) Patting, pinching, or touching
 - f) Displays of sexually suggestive pictures, text, or objects

DaVinci Home Services, Inc

- 4) Any employee who believes that she/he is the victim of sexual or other unlawful harassment has the right to inform the person who is engaging in the harassing conduct that the conduct is offensive and must stop.
- 5) If the employee is not comfortable communicating directly with the offender about the problem, or if the employee's request that the conduct stop is unsuccessful, the employee should notify his/her supervisor.
- 6) If it is not possible to discuss the issue with your supervisor, the employee should discuss the issue with another individual in management or the owner of the company.
- 7) If the offending party is a customer, the employee should contact the Operations Manager immediately.
- 8) The company will promptly and thoroughly investigate all allegations of unlawful harassment.
- 9) Confidentiality will be maintained to the maximum extent possible, consistent with the need to investigate thoroughly.
- 10) If the investigation reveals that unlawful harassment has occurred, the company will take prompt and appropriate corrective action. Such corrective action could range from a verbal warning to immediate termination, or in the case of harassment by a customer, services may be terminated.
- 11) No form of retaliation will be taken by anyone against any employee who has in good faith made a complaint of unlawful harassment. Anyone engaging in retaliation against any employee who in good faith made a complaint of unlawful harassment will be subject to discipline up to and including termination.

Harassment & Drama Policy	
Purpose:	The company is committed to a safe and professional work environment

Threats against a coworker either on the job or off the job are grounds for immediate termination for cause. Any threats posted on social media, brought to the attention of management, will be reviewed.

Any use of inappropriate language is grounds for disciplinary action including termination.

We are a "no-drama" work place. We are all professionals and we need to act professional all the time. We need to interact with all coworkers with mutual respect. Treat your Supervisors and Team Leaders with respect, at all times. That can be hard to do since there is a natural tendency to become casual, when people work so closely together over time.

Smoke Free Workplace Policy	
Purpose:	The company supports and enforces a smoke-free environment

It is the policy of the company to prohibit smoking on company premises, except in designated areas and never at customer's homes including driveways or curbside or in company cars.

There is no smoking in the company cars, including e-cigarettes, at any time including holding a cigarette out the window.

If an employee is working on a team where smoking or non-smoking is an issue for them, they should speak to the Operations Manager for resolution.

Where disputes cannot be so resolved, the rights of the nonsmoker shall be given precedence. Employees who violate this smoking policy will be subject to disciplinary action up to and including termination.

Open Door Policy	
Purpose:	The company encourages healthy communication with its employees

- 1) The company supports an "open-door policy." When people work closely together it is only natural that problems, questions, or conflicts may arise. It is in the interest of the company and all employees that these issues be resolved as quickly and fairly as possible.
- 2) If employees have a work-related or personal problem that they think the organization can help them resolve, they are encouraged to discuss it with their supervisor or directly with Bruce.
- 3) This open-door policy assures that employee concerns will be heard and considered. Problems arise in all work places and this process is designed to identify and correct those problems and issues in a fair, equitable, and timely manner.
- 4) Suggestions and ideas on everything we do is strongly encouraged from all of our employees. If you have an idea that could help in any way, you are encouraged to bring it to a Manager or directly to Bruce. Our company has implemented many ideas and suggestions brought to our attention by all positions within the company. We all get better when everyone works together toward the common goal. Your ideas matter.

Drug Free Workplace Policy	
Purpose:	The company complies with the Drug Free Workplace Act of 1988.

SUBSTANCE ABUSE POLICY STATEMENT

DaVinci Home Services, Inc. is committed to providing a safe work environment and to fostering the wellbeing and health of its employees. That commitment is jeopardized when any DaVinci Home Services, Inc. employee illegally uses drugs on or off the job, comes to work under the influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore, DaVinci Home Services, Inc. has established the following policy:

(1) It is a violation of company policy for an employee to use, posses, sell, trade, offer for sale or for free, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.

(2) It is a violation of company policy for any employee to report to work under the influence or while possessing in his or her body, blood or urine illegal drugs in any detectable amount.

(3) It is a violation of company policy for any employee to report to work under the influence of or impaired by alcohol.

(4) It is a violation of the company policy for any employee to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a manner or for a purpose other than as prescribed. (However, nothing in this policy precludes the appropriate use of legally prescribed medications.) It is critically important to inform the Operations Manager if your legal prescription causes dizziness or impedes your ability to safely perform any of your normal duties.

(5) Violations of this policy are subject to disciplinary action up to and including termination. Appropriate action against an employee who violates this policy may include:

- i) Temporary suspension
- ii) Termination
- iii) The employee who violates this policy may be required to participate in a drug rehabilitation program before returning to work.

Failure to submit to a substance abuse test is misconduct and shall be subject to discipline up to and including termination. An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

It is the responsibility of the company's supervisors to counsel employees whenever they see changes in performance or behavior that suggest an employee has a drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such employees to seek help and advise them about available resources for getting help. Everyone

DaVinci Home Services, Inc

shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug problem to seek help.

The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at DaVinci Home Services, Inc.

As a condition of employment, employees must abide by the terms of this policy and must notify DaVinci Home Services, Inc. in writing of any conviction or violation of a criminal drug statute no later than five calendar days after such conviction.

The company offers resource information on various means of employee assistance in our community, including but not limited to drug and alcohol abuse programs.

An employee reporting to work visibly impaired will be deemed unable to properly perform required duties and will not be allowed to work. If possible, the employee's supervisor will first seek another supervisor's opinion to confirm the employee's status. Next the supervisor will consult privately with the employee to determine the cause of the observations, including whether substance abuse has occurred. If, in the opinion of the supervisor, the employee is considered impaired, the employee will be sent home or to a medical facility by taxi or other safe transportation alternative – depending on the determination of the observed impairment – and accompanied by the supervisor or another employee if necessary. A drug test may be in order. An impaired employee will not be allowed to drive.

Opportunity to Contest or Explain Test Results

Employees and job applicants who have a positive confirmed test result may explain or contest the result to the Company within five (5) working days after the Company contacts the employee or job applicant and shows him/her the positive test result as it was received from the laboratory in writing.

Confidentiality

The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.

This Company has adopted testing practices to identify employees who use illegal drugs on or off the job or who abuse alcohol on the job.

It shall be a condition of employment for all employees to submit to substance abuse testing under the following circumstances:

1. When there is reasonable suspicion to believe that an employee is using illegal drugs or abusing alcohol. 'Reasonable suspicion' is based on a belief that an employee is using or has used drugs or alcohol in violation of the employer's policy drawn from specific objective and

DaVinci Home Services, Inc

articulable facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to, the following:

- (A) Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;
 - (B) Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;
 - (C) A report of substance abuse provided by a reliable and credible source;
 - (D) Evidence that an individual has tampered with any substance abuse test during his or her employment with the current employer;
 - (E) Information that an employee has caused or contributed to an accident while at work;
- or
- (F) Evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery, or equipment.

2. When employees have caused or contributed to an; on-the-job injury that resulted in a loss of work time, which means any period of time during which an employee stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. An employer may send employees for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to company property occurs.

3. As part of a follow-up program to treatment for drug abuse.

4. All job applicants at this Company will undergo testing for the presence of illegal drugs as a condition of employment. Any applicant with a confirmed positive test will be denied employment.

Applicants will be required to submit voluntarily to a specimen test at a laboratory chosen by the Company, and by signing a consent agreement will release this Company from liability. If the physician, official or lab personnel has reasonable suspicion to believe that the job-applicant has tampered with the specimen, the applicant will not be considered for employment.

This Company will not discriminate against applicants for employment because of a past history of drug abuse. It is the current abuse of drugs, preventing employees from performing their jobs properly, that this Company will not tolerate.

Individuals who have failed a pre-employment test may initiate another inquiry with the company after a period of not shorter than; six (6) months; but they must present themselves drug-free as demonstrated by urinalysis or other test selected by this Company.

Employees with a confirmed positive test result may, at their option and expense, have a second confirmation test made on the same specimen. An employee will not be allowed to submit another specimen for testing.

DaVinci Home Services, Inc

If the physician, official, or lab personnel has reasonable suspicion to believe that the employee has tampered with the specimen, the employee is subject to disciplinary action up to and including termination.

The consumption or possession of alcoholic beverages on this Company's premises or out in the field while traveling in a company car or on the job site is prohibited.

An employee who is under the influence of alcoholic beverages at any time while on company business or at any time during the hours between the beginning and ending of the employee's work day, whether on duty or not and whether on DaVinci Home Services, Inc. business or property or not, shall be guilty of misconduct and is subject to discipline up to and including termination.

An employee shall be determined to be under the influence of alcohol if...

- a. the employee's normal faculties are impaired due to the consumption of alcohol,
- or
- b. the employee has a blood alcohol level of .04 or higher. (Georgia law operating commercial vehicles)

Failure to submit to a substance abuse test is misconduct and shall be subject to discipline up to and including termination.

Georgia HB 1505: Denial of Workers' Compensation Benefits

Georgia House Bill 1505 became effective in 1994. It modified the Georgia Workers' Compensation Law to provide that no workers' compensation benefits will be awarded for injury or death due to intoxication by alcohol or the influence of marijuana or a controlled substance, unless prescribed by a physician.

In addition, HB 1505 creates a rebuttable presumption that the accident and injury or death were caused by the consumption of alcohol or ingestion of marijuana or a controlled substance if:

1. 0.08 grams of alcohol or greater is found in an employee's blood, urine, breath or other bodily substance within 3 hours from the time of the accident; or
2. any amount of marijuana or controlled substance is detected in an employee's blood, urine, or other bodily substance within 8 hours from the time of the accident;
3. an employee unjustifiably refuses to submit to reliable, scientific testing to determine the presence of alcohol, marijuana or controlled substances.

Prior to the effective date of this law, even if an employee tested positive for use of drugs or alcohol, the burden of proof was on the employer to prove that the use of drugs or alcohol was the cause of the accident. This law effectively shifts that burden. If an employee tests positive for use of drugs or alcohol, the employee has the burden to establish that drug or alcohol use was not a contributing factor to the accident.

Georgia HB 1270: Denial of Unemployment Benefits

Georgia House Bill 1270 became effective in 1996. It modified the Georgia Employment Security Law to make an employer’s denial of unemployment insurance much easier in cases where an employee tests positive on a drug test administered pursuant to the company’s drug-free workplace policy in adherence to Georgia law.

FREE RESOURCES available to employees and their dependents.

National Council on Alcoholism and Drug Dependence Inc.

<http://www.ncadd.org/>

This is a great resource which includes self tests and additional free resources.

Center for Substance Abuse Hotline..... 1-800-662-HELP

This service provides advice and referrals to individuals about the availability of drug and alcohol treatment services, including referrals to programs for those who cannot pay.

FEDERAL RESOURCES:

- AL-Anon/Alateen Family Group Headquarters.....800-356-9996
- Alcoholics Anonymous World Service.....212-870-3400
- American Council on Alcoholism Helpline.....800-527-5344
- 800 Cocaine – An information and Referral Hotline.....800-COCAINE
- Nar-Anon Family Group Headquarters.....310-547-5800
- National Council on Alcoholism and Drug Dependency.....800-NCA-CALL

State of Georgia RESOURCES:

The Drug Abuse Hotline.....800-338-6745

Since 1987, this Helpline has been available 24 hours a day, 7 days a week, even during Holidays. Call the Helpline for referral to the proper programs and resources addressing specific problems relating to alcohol and drug abuse. Absolutely no recordings are made of any phone calls to the Helpline. This telephone number should be posted where employees can see it.

- Alcoholics Anonymous Statewide.....404-525-3178
- Cocaine Anonymous Statewide.....404-255-7787
- United Ways’ First Call For Help.....404-614-1000
- The Council On Alcohol And Drugs.....404-223-2482

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity

DaVinci Home Services, Inc

for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

Security and Theft Policy	
Purpose:	Establish the rules, requirements, limitations and consequences of violating this policy.

1. Make sure to lock your car at the office
 - a. As with any parking lot for cars, there are risks associated with leaving anything of value in your car. This is why we recommend you leave nothing of value in your car.
 - b. DaVinci Home Services, Inc. is not responsible for anything stolen from your car.

2. Make sure to lock the company car when you are in the field
 - a. The company car should always be locked
 - b. Although the Team Leader is instructed to lock the car, the company is not responsible for any personal items lost, missing or stolen from the company car, regardless if the company car was locked or not.

3. All Theft is still Theft including Petty Theft
 - a. Our customers entrust us with their home.
 - b. We have a moral and legal requirement not to take anything from the home
 - c. We never take items from the trash. Just because it is in the trash does not give us the permission to take it.
 - d. Just because a bowl of fruit or other food is left out, does not mean it is ok for you to take it. You may think that taking an apple is ok or no big deal, but you would be wrong. The same goes with an old razor blade in the shower, or an almost empty bottle of hair conditioner, or trash bags or anything that does not belong to you.
 - e. All claims of theft are investigated

4. Don't let your curiosity get the best of you
 - a. Although we tell customers to put their jewelry away before we arrive, some customers may leave out jewelry or even money. If you encounter jewelry or money move it out of the way quickly and continue to clean. Do not examine the jewelry or you could be caught in an awkward position if a customer happens to come into the room.

5. You must report any observation or suspicion of theft of any employee
 - a. If you observe another person taking something you have a responsibility, including legal issues, to report the theft or suspicion of theft to the office, your Operations Manager or Bruce directly.
 - b. It may turn out to be nothing but theft is one of the most serious offenses in our industry and we have a zero tolerance policy.
 - c. If you see it, report it immediately. Do not wait until the next day. Report it immediately. If you witness a co-worker going through the drawers, cabinets or

DaVinci Home Services, Inc

any personal area of a customer, you have a responsibility to bring this to your supervisor or to Bruce immediately and without delay. If you witness an infraction of this policy and do not report it then you could be held liable and accountable for the action even though you did not actually do the act.

6. We work with law enforcement

- a. We have a responsibility to our customers and the community to report all confirmed cases of theft to local law enforcement.
- b. We may engage local law enforcement to investigate a claim of theft.

General Policies	
Purpose:	An accumulation of other important rules, requirements and insight

The following policies and procedures are in alphabetical order for easier look up and referencing.

CELLULAR PHONES	<p>We allow all cleaners to bring their phones into the home for emergencies only. If you have an emergency call you need to step outside the home for a 5 minute call, if the customer is at home. Most maid services do not allow cell phones in the home. Our goal is to be the best place to work and with that we are happy to allow this access however if it is abused, this benefit can be taken away. Your ring tone cannot be an unprofessional ring tone.</p> <p>Employees should refrain from long personal conversations on their cell phone while in the car. This can be annoying to the other people in the car. It can also be uncomfortable for other people in the car to hear personal information about a cleaning partner during your call.</p> <p>If your phone number changes you must update BambooHR right away so we can contact you. We do not accept the excuse that your phone number has changed, if you fail to update BambooHR</p> <p><u>Do NOT use a cell phone while driving the company car.</u></p> <p>The safety of our people is our greatest responsibility. Drivers of our company cars need to drive with both hands on the steering wheel. If the driver gets a phone call or text message while driving, their cleaning partner can answer the phone or reply to a text. If your car is equipped with Blue Tooth, you can use handsfree function so your hands remain on the steering wheel.</p> <p>Violation of this rule can lead to disciplinary action including termination</p> <p>.</p>
------------------------	--

DaVinci Home Services, Inc

<p>CLEANING TOOLS AND SUPPLIES</p>	<p>All equipment, tools and supplies purchased by the company are to be utilized for customers of the company only. Cleaner's caddies are never to be taken home including cleaning supplies, solutions or tools. This may be considered stealing.</p> <p>Never bring or use personal or non-company approved tools and supplies to company jobs. This is grounds for immediate termination.</p>
<p>COMPANY VEHICLES</p>	<p>Company vehicles are to be utilized for work related purposes only. Any use of company vehicles for personal reasons will result in disciplinary action, up to and including termination. It is the team's responsibility to keep their company car interior clean.</p>
<p>CORRECTIVE ACTION</p>	<p>Our goal is your success. The company's policy is to attempt to deal constructively with employee workplace conduct and to correct problems when possible. Each situation will be considered in light of a variety of facts including, but not limited to, the seriousness of the situation, the employee's past conduct and length of service, and the nature of the employee's previous performance or incidents involving the employee. Corrective Action steps may include, among other things, oral or written warnings, probation, suspension without pay, or immediate discharge.</p> <p>This policy does not alter the at-will nature of the employment relationship between the company and its employees, which means the company reserves the right to dismiss any employee at any time, with or without advance notice and without cause under any circumstances that it deems appropriate.</p>
<p>CUSTOMER PRIVACY and REPORTING SUSPICIOUS BEHAVIOR</p>	<p>Our customers deserve and require privacy of anything you may see or hear in a customer's home.</p> <p>We never discuss sensitive issues or any details of a customer's home with anyone outside of DaVinci Home Services, Inc. and should keep our customer's private matters to themselves unless it poses a threat to employee safety. Private matters that are shared with anyone outside of the company could result in the customer taking legal action against the employee or the company. This includes posting anything on social media or any verbal disclosure. Privacy is a serious matter and should be taken seriously.</p> <p>If you believe a situation you happen upon poses a threat to safety, or conflicts with moral, ethical or religious beliefs then you should bring them immediately to your supervisor or to Bruce directly.</p>
<p>DRESS CODE</p>	<p>You need to look professional at all times from head to toe. Hair should be well groomed, pulled back if it's long, wear only a minimal amount of jewelry to avoid catching or scratching something accidentally. Avoid heavy perfumes.</p>

DaVinci Home Services, Inc

DRESS CODE..continued	<p>Cleaners and all field employees are required to wear a company shirt. Shirts must be clean and no wrinkles.</p> <p>We allow cleaners to wear their choice of the following pants. We allow jeans, slacks, hospital pants/scrubs, capri pants and yoga pants.</p> <p>Garments cannot have holes in them or drag the ground. We do not allow sweat pants. We do not allow yoga pants that are sheer, or light colored. We allow shorts during the summer but should come no shorter than 5 inches above the knee.</p> <p>Closed toed shoes with rubber nonskid soles must be worn at all times, absolutely no sandals, flip-flops, Crocs, boots, etc.</p> <p>Tattoos may need to be covered if they are deemed offensive by the General Manager and Operations Manager. Tongue studs and other facial piercings are not appropriate while working. These will be evaluated on a case by case basis and communicated directly with the employee.</p> <p>If an employee reports to work not wearing a company shirt or in any violation of our dress code can be sent home and charged with time off from their allocation of earned time off.</p> <p>Office Staff dress code follows the same requirements as cleaners but are not required to wear a company shirt. The office dress code is business casual.</p>
DRIVING SAFELY	<p>The safety and wellbeing of our employees is of critical importance. Employees are required to follow all the procedures below.</p> <ol style="list-style-type: none">1. All employees are expected to wear seat belts at all times while in a moving vehicle whether they are the driver or a passenger.2. Use of alcohol, drugs or other substances, including certain over-the-counter cold or allergy medications that in any way impair driving ability, is prohibited.3. All employees are expected to follow all driving laws and safety rules such as adherence to posted speed limits and directional signs, use of turn signals and avoidance of confrontational or offensive behavior while driving.

DaVinci Home Services, Inc

	<p>4. Employees should never allow anyone to ride in any part of the vehicle not specifically intended for passenger use and/or any seat that does not include a working seat belt.</p> <p>5. Employees must promptly report any accidents to local law enforcement as well as to the company in accordance with established procedures.</p> <p>6. Employees are also expected to report any moving or parking violations received while driving on company business and/or in company vehicles. Any ticket that is due to negligence on the part of the employee must be paid by the employee including toll roads.</p> <p>7. Safe driving is a responsibility of every passenger in the car. If you are a passenger and see a driver not paying attention to the road, tell your driver. Safety of our employees is our greatest responsibilities.</p> <p>Do not distract the driver of the car. The driver needs to keep their eyes on the road at all times. Accidents will happen if you and the driver are not alert at all times on the road. Here is the proof.</p> <p>This driver was distracted for just a second. They rear ended another car and the driver was charged with following too close. The car we hit sued the company and won. Following too close and taking your eyes off the road is one of the most common reasons for accidents.</p>  <p><u>If you are concerned about the driving habits of your Team Leader, you need to tell them and if the problem persists, tell your Operations Manager or Bruce.</u></p>
ELIGIBILITY DEFINITION FOR INSURANCE BENEFITS	Full Time Employees are eligible for company paid Life Insurance and the other insurance plans offered through DaVinci Home Services, Inc. The company paid life insurance goes into effect the first day of the month following 30 days employment. All other benefits go into effect the first of the month after 90 days. Part Time employees are not eligible for our benefits.

DaVinci Home Services, Inc

<p>HONORED HOLIDAYS</p>	<p>The company will observe the following holidays and will be closed for business:</p> <p>NEW YEARS DAY MEMORIAL DAY INDEPENDENCE DAY (4th of July) LABOR DAY THANKSGIVING DAY CHRISTMAS DAY</p> <p>We typically close at 3:00 on Christmas eve</p>
<p>INAPPROPRIATE LANGUAGE</p>	<p>We are professional cleaners and we need to act professional at all times including our language. Inappropriate language will not be tolerated. Using profanity, curse words, or derogatory religious statements at any time, will not be tolerated. Use of inappropriate language in a customer's home is grounds for immediate termination. Use of inappropriate language in front of other employees is also grounds for termination.</p> <p>Our goal is to provide a safe and professional atmosphere where all employees feel comfortable working.</p>
<p>INSURANCE-GENERAL LIABILITY & DAMAGE CLAIMS CAUSED BY ACCIDENTS</p>	<p>The company carries General Liability Insurance to protect our clients against personal and/or material damage which may result from an accident caused by an employee of the company.</p> <p>Any employee responsible for causing any accident which results in material or personal harm to a customer, must report said accident to the office immediately without delay. <u>Do not leave a home where a damage claim occurs until you speak with someone in the office.</u></p> <p><u>Do not try to repair the broken item.</u> You will be required to take pictures with the team I-pad and send them to the office. You may be required to bring the item back to the office. So don't leave the home until you speak with the office.</p> <p>Accidents happen and we have a budget for these inevitable accidents. Causing an accident may not result in disciplinary action, depending on the nature and cause. However, not reporting an accident is grounds for immediate termination. Customers can be understanding when accidents occur and if we replace or pay for damage claims in a timely manner, may even improve our relationship with a customer. However, not disclosing an accident often results in the customer terminating service and still results in us paying for the damage.</p>

DaVinci Home Services, Inc

<p>INSURANCE-WORKMAN'S COMPENSATION</p>	<p>The company carries Worker's Compensation Insurance. This insurance coverage is only for accidents which occur on the job. Any accident, whether or not it requires immediate medical attention, must be reported to the office <u>immediately</u>.</p> <p>There is a list of approved medical providers posted in the team locker area. All employees are required to use these network providers however you have the opportunity to choose any provider from the approved list. If the injury is life threatening or an emergency dial 911 or go to the closest hospital.</p>
<p>JURY DUTY</p>	<p>Upon receipt of notification from the state or federal courts of an obligation to serve on a jury or to act as a court witness, the employee should submit their request for time off using BambooHR.</p> <p>The employee is required to provide copies of the subpoena or jury summons to his/her Operations Manager. The Operations Manager will verify the notification and make scheduling adjustments to accommodate the employee's obligation. The day(s) for jury duty will not be counted against the employee as an absence.</p>
<p>NONSOLICITATION OF CUSTOMERS</p>	<p>Employee agrees that during employment with the Company and for a period of eighteen (18) months following termination or separation of employment that the Employee shall not directly or indirectly solicit, contact or attempt to solicit any customers of It's Maid Day. <u>We pursue any violations of this agreement aggressively</u> and are enforceable under Georgia law.</p>
<p>NONSOLICITATION OF EMPLOYEES</p>	<p>Employee agrees that for a period of eighteen (18) months following termination of employment that the Employee shall not directly, or indirectly hire, recruit, attempt to recruit any other employee of the Company</p>
<p>PART TIME Employees</p>	<p>Part Time Employees can work up to 4 days a week.</p> <p>Part Time employees do not get paid time off but do get an allocation and limit for time off for days scheduled to work. Part Time Employees are very important to our work force and when they do not show up for work it hurts us just as bad as a full time.</p> <p>Part Time employees get 10 days a year. For new Part Time employees, time off is accumulated at 1 day off a month starting the first month. The next month on their anniversary date they earn another 1 day for an accumulated 2 days off and so on until you earn 10 days. At your first and subsequent annual anniversary date as a Part Time employee you get 5 days to start the year and an additional 1 day for every month worked starting your 6th month. Days do not roll over at year's end.</p>

DaVinci Home Services, Inc

	<p>Part Time employees are still subject to the same rules and regulations as found in this employee handbook but are not entitled to benefits including 401(k) or paid time off.</p> <p>If a Full Time employee moves to Part Time, they lose benefits, subject to COBRA regulations. Any earned paid time will be retained and used at any time in the future or paid per request.</p> <p>If they happen to return to Full Time work they are treated as a new employee in every way, including waiting periods on benefits and starting their time off allocation all over again.</p>
PAYCHECKS	<p>Pay checks will be prepared and distributed every week on Friday. The work week is calculated from Monday to Sunday each pay period. No one is allowed to pick up a paycheck for an employee without a letter of permission from said employee.</p>
PAY ADVANCE AGAINST EARNED PAY	<p>Employees of the company may request an advance for amounts up to \$50 determined by the length of employment: The advance must be paid back no later than the following pay check.</p>
PAY RATE PRIVACY	<p>Although the range of pay of Cleaners and Team Leaders is disclosed to all employees, the exact pay earned by each employee is not. Discussion of pay is not allowed except with the General Manager and Owner. Discussion of pay between employees is strictly forbidden.</p>
PERFORMANCE REVIEWS	<p>Performance Reviews are an important part of any successful company and happy employee. There are many benefits of having a performance review conducted. As a new employee, you will be provided daily feedback during your training. You will also be provided with a performance review once a year.</p> <p>Performance Reviews may be used at any time to evaluate and help work through employee problems, challenges and goals.</p>
RESIGNATION OR TERMINATION	<p>Once an employee has decided to resign, the employee will notify the Operations Manager or General Manager of the decision and the anticipated last day of employment with the company. When time permits, the General Manager will conduct an exit interview.</p> <p>A one week notice of resignation must be given in order to be considered for rehire in the future. The company reserves the right under employment-at-will to terminate any employee at any time when it considers the termination to be in the best interests of the company.</p> <p>The final paycheck will be minus any outstanding advances, company shirts not returned, equipment or supplies not returned to the company.</p>

DaVinci Home Services, Inc

SAFETY	<p>Your safety is our number one priority.</p> <p>It is the responsibility of each employee, that all tasks be conducted in a safe and efficient manner complying with all local, state and federal safety and health regulations, and with any special safety concerns identified by the company for use in a particular area or with a customer.</p> <p>It is the responsibility of the Team Leader to contact their Operations Manager immediately and not later than 15 minutes of a safety and health infraction that they have witnessed or was a participant.</p> <p>Failure to report such an infraction may result in employee disciplinary action, including termination. Every person in the organization assumes the responsibility of individual and organizational safety. Failure to follow the company safety and health guidelines or conduct which places the employee or customer property at risk can lead to employee disciplinary action and/or termination.</p> <p>We comply with Federal and State Occupation Safety and Health Act (OSHA) administration regulations. We display the OSHA poster. Federal Law requires that we provide Materials Safety Data sheets (MSDS) for every cleaning product provided by the company that you are required to come in contact with while performing your job. A copy of each product's MSDS sheet is available from the Operations Manager and is carried in the company car, typically in the glove box.</p> <p>For compliance with issues of safety, health, effectiveness and efficiency for the purpose intended, you may not use any products other than those provided for your use by the company or outlined by the work order.</p>
SNOW DAYS, INCLEMENT WEATHER and DISASTERS	<p><u>Only the General Manager can declare a Snow Day.</u></p> <p>The safety of our people is our greatest responsibility. If the condition of the roads in the neighborhoods are too dangerous we will not work that day.</p> <p>The company will notify you via text message as soon as we decide on any changes in your schedule. Keep your phone number updated in BambooHR. Some Snow Days may be a delay in the start time, so do not assume the entire day is cancelled.</p> <p>We do <u>NOT</u> strictly follow School closings but we do understand the challenges of working parents who count on daycare.</p>

DaVinci Home Services, Inc

	<p>If you are unable to make it to work due to school closings it will not count against your time off but it does effect your guarantee pay.</p> <p>Working Saturdays to make up for Snow Days. Any time we experience a snow day you will be expected to work the following Saturday to help us catch up and so you don't get hurt financially for your days of loss pay.</p> <p>Working Saturdays will not be required but we all need to help because it really hurts the company financially when we are shut down. Especially when it is multiple days. We appreciate the awesome commitment and personal sacrifices our people have made in the past, to help us through a disaster of an ice or snow storm. Our people are awesome.</p>
<p>SOLICITATION OF SERVICES FROM CUSTOMERS</p>	<p>Employees are not allowed to solicit services to the customer either directly by the employee or by referral. Employees are not allowed to solicit work, services or purchases in any form from the customer. As an example, you cannot ask the customer to buy Girl Scout cookies from your daughter or sponsor someone.</p> <p>You are not allowed to offer services of other people you know. As an example, you cannot refer someone to do handy man work for the customer. That can and has resulted in a unhappy customer with the referral and they terminated service with DaVinci Home Services, Inc. because they connected us with the referral.</p> <p>If a customer asks for a referral direct them one of our Consumer Services vendors like "Best Pick Services" or "Angie's List"</p>
<p>TIPS</p>	<p>All tips are shared equally with each cleaner on the cleaning team unless specifically directed by the Home Owner.</p> <p>All tips are subject to taxation. Tips from customers can come in several ways. A tip can be included in the check or credit card payment to the company. All tips will be evenly divided with the cleaners on the job and included in the next paycheck cycle. Taxes will be deducted and reported by the company. If tips are paid directly to the maids in the form of cash or any other item of "transactional value" such as a gift card, etc., the maids are responsible for reporting any and all tips to the IRS according to IRS regulations.</p> <p>Tips during the end of the year Holidays are handled in this way:</p>

DaVinci Home Services, Inc

	<p>If a team cleans another team's recurring customer and receives a tip directly or indirectly from the home owner, the team must forward that tip in total to the team assigned to the recurring customer.</p>
Video Recording and Picture Release	<p>From time to time our employees are videotaped and photographed while on the job or at the office. These video recordings and pictures are used to evaluate the employee, help improve and maintain the skills required for your job and for promotional purposes.</p> <p>In addition:</p> <ul style="list-style-type: none">• These video recordings can be displayed in educational presentations or training classes• On-line educational courses• Promoting sales and service for all brands owned by DaVinci Home Services.• FaceBook pages and other Social Media <p>These videos and pictures may be shared on YouTube, on our website, the website of Maid Training Academy, on our company FaceBook page, just to name a few.</p> <p>By signing this handbook, you agree to waive any right to royalties or other compensation arising or related to the use of video and audio recordings or pictures of you cleaning or performing any job duties associated with DaVinci Home Services, Inc..</p> <p>These videos may be used in unrestricted geographic area. (Worldwide)</p>

Agreement

I have read all the information contained in this handbook and any questions have been answered completely so I understand.

I understand my employment can be terminated at the option of either myself or the company at any time.

I also confirm that I understand if I am terminated for cause, or for exceeding my earned time off or for violating any of the rules and requirements in the Time-Off policy or ANY rules and requirements of the company I may not receive Unemployment Benefits. For more rules on unemployment benefits contact the GA Department of Labor or visit http://www.dol.state.ga.us/js/file_unemployment_insurance_claim.htm

I do hereby certify that I have received and read, in this handbook, the company Substance Abuse and Testing Policy and have had the Georgia Worker's Compensation Drug-Free Workplace certification program explained.

By signing this handbook, you agree to waive any right to royalties or other compensation arising or related to the use of video and audio recordings or pictures of you cleaning or performing any job duties associated with the company.

This Handbook is subject to change. Any changes will be communicated to all employees.

This handbook can be found on the It's Maid Day, Gateway page located at www.maidtrainingacademy.com Click on **Gateway** from the menu at the top of the home page. Then click on **It's Maid Day** from the list of maid companies and enter your password. The current password is MTA874. Passwords are changed from time to time and if your password does not work, contact the Office Manager. Then click on "[click HERE for the Learning Center.](#)" Enter the password "Clean888" to enter the Learning Center. From this page, click on "New Employee Training" for the "Employee Handbook Class" to find this document.

Employee Name (printed)

Date

Employee Signature