

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 **IMD8447**. Passwords are changed from time to time and if your password does not work, contact the Human Resources Manager. Then click on "[click HERE for the Learning Center.](#)" Enter the password "Clean8447" 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.

TABLE OF CONTENTS

Topic	Page	Topic	Page
INTRODUCTION	3	Dress Code	27
DaVinci Home Services, Inc.	3	Driving Safety	28
Company Mission Statement	3	Eligible Definition for Benefits	29
Our Product	3	Honored Holidays	29
Company Organization	3	Inappropriate Language	30
Consistent Quality Policy	4	General Liability and Damage Claims	30
Employee Pay	4	Insurance-Workman's Compensation	30
Drive Time (Paid and Non-Paid)	5	Jury Duty	30
Guarantee Pay/Work	8	Maternity & Pregnancy	31
Employees work full day unless approved	9	Non-solicitation of Customers	31
Time Off Policy	11	Non-solicitation of Employees	31
Grace Period beyond Time Off Allocation	12	Part Time Employees	31
Limitations on Time Off	13	Pay Advances Against Earned Pay	32
Bonus for Cleaners	17	Pay Period	32
Equal Employment Opportunity	17	Pay Rate Privacy	32
Workplace Harassment	18	Performance Reviews	32
Smoke-Free Workplace	19	Recleans / Call Backs	32
Open Door Policy	20	Resignation or Termination	32
Drug Free Workplace Policy	20	Safety	33
Security and Theft	25	Snow Days and Inclement Weather	33
GENERAL POLICIES	26	Solicitation of Services	34
Bookbags	26	Tips	34
Cellular Phones	26	Video Recording & Picture Release	35
Cleaning Tools and Supplies	26	Blank Page	36
Company Vehicles	27	Agreement & Release Form	37
Corrective Action	27		
Customer Complaints	27		
Customer Privacy and Reporting Suspicious Behavior	27		

INTRODUCTION

A. DaVinci Home Services, Inc.

DaVinci Home Services, Inc is a home services company that owns several brands including It's Maid Day. 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.

The best way to accomplish that mission is by having the best employees. The best way to recruit and retain the best employees is to be the best employer in the industry. So ultimately it comes down to being the best employer in order to accomplish our mission.

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

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.

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 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 three types of pay.

1. Commission - Cleaners are paid a commission for each job completed
2. Hourly - Office Staff are paid by the hour based on time clock entries
3. Salaried - Area Managers and General Managers are paid a salary

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.

If you complete the job early (some limitations apply) 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. 90% 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. We take care of our people by providing jobs based on realistic timetables. Teams can also request more time for job based on numerous reasons and factors.

Drive Time (Paid and Non-Paid)	
Purpose:	Explain the logic and formulas for determining paid and non-paid drive time

You are **not** paid for drive time **unless** your drive time for the entire day exceeds allocations based on all your total work time for the day.

Our goal is to have all drive times at 30 minutes or less. However, it's not about the drive time, it's about the **drive time compared to how much work time you have for the day.**

A perfect day's schedule

Report to the office	7:45 AM
Load the company car and leave for your first job	
30-minute drive time to first job - NOT PAID	30 minute drive time
1st job starts	8:15 – 8:30
First job ends – (2 hour job)	10:15 – 10:45
30-minute drive time to next job	30 minute drive time
30-minute break either now or later – NOT PAID	(Lunch Break)
2nd job starts	11:15 – 11:30
2nd job ends – (2 hour job)	1:15 – 1:45
30-minute drive to next job – NOT PAID	30 minute drive time
3rd job starts	1:45 – 2:00
3rd job ends – (2 hour job)	3:45 – 4:00
30-minute drive back to the office – NOT PAID	30 minute drive time
Arrive at the office	
Unload the car and prepare for the next day's job	4:15 PM
Leave the office to go home	4:30 PM

- In this perfect day you get 6 hours of work and 2 hours of drive time.
- 2 hours drive time divided by 6 hours of work time = 33.33% drive time compared to work
- This is our standard for determining drive time allocation that is NOT paid
- Any additional drive time over this allocation is paid at your normal cleaning pay.
- Drive time is tacked and calculated through our GPS system for your actual time in the car. This takes into account any traffic slow down or delays that day.

TOTAL JOB TIME ALLOCATION x .3333 = Drive Time Allocation

Total Drive Time – Drive Time Allocation = Drive Time Paid

There is no perfect schedule. Jobs can vary from 1 hour to 6 hours and you could be cleaning on a two-person team or three-person team. There are lots of variables and possibilities.

The following pages have a few different examples of drive time calculations.

DaVinci Home Services, Inc

Example #1 Long drive to Spring Cleaning followed 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 x .3333 = 2 hours of non-paid drive time, the team drove 2 hours so there is no drive time over the allocation. 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. You get paid 6 hours of cleaning and 0.00 hours of drive time (not over on allocation = 6 hours).

Example #2 Long drives to several homes.

	Drive Time	Job Time Allocation
Drive from office to 1st job	60 minutes	2.00 hours
Drive time from 1st job to 2nd job	45 minutes	2.00 hours
Drive time from 2nd job to 3rd job	30 minutes	2.00 hours
Drive time back to the office	45 minutes	N/A
Total Time	180 minutes or 3 hours	6 hours

6 hours of job time allocation x .3333 = 2.00 hours of drive time. The team drove 3 hours that day, so the team gets paid for 1 hour of drive time. (3 hours total drive time – 2 hours of non-paid drive time based on jobs that day = 1 hour of drive time overage. The one hour of paid drive time is paid at their normal hourly rate. So that day you get paid 6 hours of cleaning + 1 hour of drive time pay for a total of 7 hours that day:

Example #3 Four jobs with three of them small.

	Drive Time	Job Time Allocation
Drive from office to 1st job	30 minutes	1.50 hours (90 minutes)
Drive time from 1st job to 2nd job	30 minutes	1.50 hours (90 minutes)
Drive time from 2nd job to 3rd job	30 minutes	1.50 hours (90 minutes)
Drive time from 3rd job to 4th job	30 minutes	1.50 hours (90 minutes)
Drive time back to the office	30 minutes	N/A
Total Time	150 minutes or 2.5 hrs.	6.00 hours

6.00 hours of job time allocation x .3333 = 2.00 hours of drive time allocation. 2.5 hours of total drive time – 2 hours of drive time allocation = 0.5 hours of drive time overage, which is paid at your normal cleaning wage. So that day you get paid 6 hours plus 0.5 hours of drive time = 6.5 hours at your normal cleaning wage.

More examples on the next page. These examples include long drive times to help out other regions and offices as well as locks outs and cancelled appointments.

DaVinci Home Services, Inc

Example #4 Two jobs with long drive times to help another office. Worse Case Situation

	Drive Time	Job Time Allocation
Drive from office to 1st job	90 minutes	2.00 hours (120 minutes)
Drive time from 1st job to 2nd job	90 minutes	1.50 hours (90 minutes)
Drive time back to the office	90 minutes	N/A
Total Time	270 minutes or 4.5 hrs.	3.50 hours

3.5 hours of job time allocation x .3333 = 1.17 hours of unpaid drive time. The team drove 4.5 hours that day – 1.17 hours of unpaid drive time = 3.33 hours of paid drive time. So on this day the cleaner gets paid 3.5 hours cleaning + 3.33 hours of drive time pay for a total of 8.88 hours

Example #5 4 houses and one of them is a lock out or cancelation compared to no cancelation

No cancelations or lock outs

	Drive Time	Job Time Allocation
Drive from office to 1st job	30 minutes	1.50 hours (90 minutes)
Drive time from 1st job to 2nd job	30 minutes	1.50 hours (90 minutes)
Drive time from 2nd job to 3rd job	30 minutes	1.50 hours (90 minutes)
Drive time from 3rd job to 4th job	30 minutes	1.50 hours (90 minutes)
Drive time back to the office	30 minutes	N/A
Total Time	150 minutes or 2.5 hrs.	6.00 hours

6.00 hours of job time allocation x .3333 = 2.00 hours of drive time allocation. 2.5 hours of total drive time – 2 hours of drive time allocation = 0.5 hours of drive time overage, which is paid at your normal cleaning wage. So that day you get paid 6 hours plus 0.5 hours of drive time = 6.5 hours at your normal cleaning wage.

1st house cancels or you can't get in the house.

	Drive Time	Job Time Allocation
Drive from office to 1st job	30 minutes	Lock out or Cancel
Drive time from 1st job to 2nd job	30 minutes	1.50 hours (90 minutes)
Drive time from 2nd job to 3rd job	30 minutes	1.50 hours (90 minutes)
Drive time from 3rd job to 4th job	30 minutes	1.50 hours (90 minutes)
Drive time back to the office	30 minutes	N/A
Total Time	150 minutes or 2.5 hrs.	4.50 hours

4.50 hours of job time allocation x .3333 = 1.50 hours of drive time allocation. 2.5 hours of total drive time – 1.5 hours of drive time allocation = 1.0 hours of drive time overage, which is paid at your normal cleaning wage. So on this day you get paid 4.5 hours of cleaning plus 1 hour of drive time pay for a total of 5.5 hours.

If the first job cancels and if we can get into the next house early, then you will get back to the office 1.5 hours early so you can do guarantee work for 30 minutes to get up to your 6 hours of pay. If you cannot get into the next house early, then that day will automatically be guaranteed at 6 hours.

Tracking Drive Time

The office tracks 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. It is calculated when the car is moving. Any diversions out of normal route to the next job will not be counted as drive time.

Guaranteed Pay/Work

We are proud to offer our Full-Time cleaners, Guaranteed Weekly Pay through Guaranteed Work Programs. No other maid company provides this benefit, but we do. Our goal is to keep good people by being the best place to work and Guaranteed Pay/Work solves the biggest reason why people get out of the home cleaning business. Customers reschedule or skip service from time to time. If you have ever cleaned houses before, or worked for another maid company, you know the frustration of inconsistent pay. And not just maid service but any company where you may not get a full schedule.

How does it work?

Cleaning Partner (entry level), guarantee is \$500 weekly **including** tips and bonuses. At \$16 an hour, cleaning 30 hours a week (6 hrs/day x 5days/week) is \$480. Our cleaners also earn around \$25-\$50 a week in tips and bonuses. That is how we came up with the \$500 of weekly guaranteed pay. So, we are even guaranteeing your tips and bonuses. You can make more than \$500 based on tips and bonuses over \$20 dollars for the week.

Team Leaders guarantee is \$500 **PLUS** tips and bonuses, which again are around \$50 a week, just like the Cleaning Partner. When Team Leaders get 30 hours of cleaning/work a week, they earn \$540 (\$18/hr x 30 hours/wk) **PLUS** tips and bonuses. 1st year Team Leaders earn between \$540-\$590 a week. Team Leaders get \$1 increase every year up to \$20/hr.

Non-Cleaning Work to make up any short days where you get less than 6 hours of cleaning

Some days it's hard to get exactly 6 hours of cleaning because we end our day much earlier than other maid companies. (We do not work our cleaners, in a home, past 4:30 pm.) If you have less than 6 hours of cleaning in a day, there is non-cleaning work that you can do. Sometimes you take the car to the car wash or we may have you help with our postcard mailing campaign.

Postcard Mailing Campaign work is simply putting the mailing label onto a marketing postcard we send to prospective homeowners. There are envelope packets next to the post office white bins full of blank postcards (No mailing labels attached yet). Each packet contains 6 sheets of

DaVinci Home Services, Inc

labels. Each sheet contains 30 labels. So you will put a mailing label on 180 postcards. Each packet represents 30 minutes of work, although it takes about 20 minutes to complete.

It is your responsibility to keep track of your cleaning time so you can choose to make up some hours because you are short for the day or the week. It is voluntary and not required.

Exceptions and Additional Rules for Guarantee Work/Pay:

- The most you have to do in postcards is 1 hour a day. As long as you do at least one hour of postcards we will make sure you get a full 6 hours of pay. New offices and teams may be required to do more than 1 hour but no more than 2 hours.
- If a team of two cleans 4 houses in one day and happens to have less than 6 hours of cleaning in a day, we will pay you a full day even if it doesn't add up to 6 hours. You don't have to do postcards or any other guaranteed work. If you cleaned 4 houses on a TWO person team then you put in a full day.
- If we happen to not have any guaranteed work for you to do, we will still pay you a full day (6 hours of cleaning). You have to check with the office to confirm before you go home. Don't assume, call the office.
- **Part-Time employees are not eligible for Guarantee Pay** but they can still do extra work during the day to make up any shortage in cleaning work for the day.
- Holidays impact on Guarantee Work/Pay. If the company is closed during the week, the guarantee pay is adjusted accordingly.
- You have to arrive to work on time (7:45 AM) and be able to work a full day, which is up to 4:30 in a home cleaning.
- You cannot do guaranteed work if you already have 6 hours a day or 30 hours a week. The guarantee work program is for cleaners who happen to have a short day or week.

All Employees are expected to work a full day unless time-off is requested and approved by Human Resources

All Employees are expected to work a full day unless time-off is requested and **approved** by Human Resources. This rule applies to Part-Time employees too.

Requesting time off is easy. You can request time off with your phone, using the company app called BambooHR. There is more information about BambooHR further in this handbook.

Time off requests are processed quickly and usually within 24 hours. If you need an answer back fast, you can call the Human Resources Manager by calling the office 770-790-4979, press 5 for Team Help, and ask to speak with the HR Manager. We cannot accept verbal requests for time off, all requests must be submitted using the BambooHR application.

What is a full day? Cleaners are expected to be at the office no later than 7:45 in the morning to load up the car (5 minutes) and leave in the company car so we reach our first job between 8:15 – 8:30. We clean homes scheduled between the hours of 8:15 AM and ending no later than 4:30 PM.

DaVinci Home Services, Inc

Some days your schedule may not have a full day of work, but that can change at any time. The company's goal is to keep our cleaners busy. We book new jobs and reschedule customers 24 hours a day through our website and through the office 7:00 AM – 5:00 PM Monday-Friday, and Saturday 9:00 AM – 12:00 PM.

If the office calls to inform a cleaner or team that they have an additional job added to their day, be it earlier or later in the day, and an employee at that time indicates they cannot work that job for whatever reason, or refuse to answer their phone when called, it is considered, a time off without notice. **This is a very bad thing, and it's grounds for termination.**

Explanation why it's such a bad thing. The office books and reschedules customers all day long based on the availability of cleaners as tracked by BambooHR. When the office calls you to inform you of a new job, please understand that the customer has already been informed that we are coming to clean their home. Or the customer had to be rescheduled to a new time for whatever reason. Although most customers are ok with a time change it's always a point of irritation.

If the office has to call the customer back to tell them that we can no longer come, the customer will get very upset. Can you blame them? They were just told we are coming to clean or that their time had been changed and now we are telling them we can't come today. Customers often cancel their service including future recurring service and post a bad online review. Yes, they get that upset.

If you are already back to the office AND have already unloaded your car, we will not add another job to your schedule at the end of the day. This may change in the future. We are already paying you for the balance of the day so why shouldn't we send you back out? This policy may change. The office can contact you while you are on the way back to the office but not yet arrived and unloaded. If you fail to respond to phone calls for whatever reason, including any problems with your phone, it is considered a time off without notice. The office will call all cleaners in the car, to make sure we exhaust all options to reach the team.

Sometimes we add new jobs at the beginning of your day. There will be times when your first job is not scheduled until mid-morning. That can change at any time. Regardless of your morning schedule, you need to be ready to come into work at the normal 7:30 arrival time.

If the office needs you to come in earlier than scheduled they typically call you between 7:00 – 7:30. You are expected to report to the office asap and no later than 45 minutes from the time we reach out to you by Phone or Text.

If you have a long drive time or experience repeated problems in getting to work within 45 minutes of the office contacting you, you will be required to report to work every day by 7:45 and wait until your normally scheduled job starts or your schedule changes. We will establish a job on your schedule and pay you for waiting at the office.

If a cleaner cannot complete a full day or come in earlier in the day, that time will be assessed as time off and count against your time off allocation

DaVinci Home Services, Inc

The Temptation of Not Requesting Time Off

There is a temptation to not request time off if your schedule shows that you may be done early.

If you schedule a personal appointment based on your current schedule of jobs, you have to be prepared to cancel/reschedule your personal appointment. If your personal appointment has no flexibility, then you must formally request the time off **AND wait for the approval from HR Manager.**

To help remind our cleaners that we can add a job or change their scheduled jobs, we add a placeholder job to any open time on your dispatch board that shows your jobs for the day. The job name is, **“You’re still on the schedule, No Job Refused”**

If you are not feeling well then you need to let the office know immediately so we don’t schedule a new job on your schedule. Requesting time off is easy with the app.

If we call a team and a cleaner refuses to work another job because of a conflict or just not feeling up to it, that is still considered as time off without notice, and it’s grounds for termination. **The first time it happens it’s a verbal warning, the second time it happens you will lose guarantee pay for 90 days, if it happens a third time you will be terminated.**

Time Off 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 maid industry and our time off policy is better than most companies regardless of industry. We are very happy to provide the following Time Off plan to all Full Time employees. Time off days are **non-paid** days until you earn **paid time off starting at 6 months**. Unused time off will not roll over into the next year. Any unused paid vacation will be paid and will not roll over

Service Time	Cleaning Partners	Team Leaders	Management & FT Office Staff
First year	20 days total for the year but earned 1.667 days per month starting day one * Convert up to 3 days of earned time to paid time off at 6 months	20 days total for the year but earned 1.667 days per month starting day one * Convert up to 3 days of earned time to paid time off at 6 months	20 days total for the year but earned 1.667 days per month starting day one * Convert up to 5 days of earned time to paid time off at 6 months
After 1 year	25 days including 5 days paid	25 days including 5 days paid	15 sick days + 10 days paid
After 2 years	25 days including 10 days paid	25 days including 10 days paid	15 sick days + 10 days paid
After 3 years	25 days including 10 days paid	30 days including 10 days paid	15 sick days + 15 days paid
After 4 years	25 days including 15 days paid	30 days including 15 days paid	15 sick days + 15 days paid
After 5 years	30 days including 15 days paid	30 days including 15 days paid	10 sick days + 20 days paid
After 10 years	30 days including 20 days paid	30 days including 20 days paid	10 sick days + 20 days paid
After 15 years	30 days including 25 days paid	30 days including 25 days paid	15 sick days + 25 days paid

DaVinci Home Services, Inc

* You accumulate a total of 20 days off your first year which means the first day of your employment you earn 1.667 days (**reported on BambooHR as 13.34 hours**) for the first month, the second month (on your anniversary day) you earn an additional 1.667 days (13.34 hours) for a total of 3.334 days (26.67 hours) 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 until you reach 20 total days your twelfth month of employment.

Your second year and beyond, you get all your time on your first day of your annual anniversary date, with some additional rules on how much time you can get approved at any given time.

Time off allocation and time off requests/usage is based on an 8 hour day

Some people have asked why we take 8 hours if you take a day off, when we only clean about 6 hours a day. We give you 8 hours a day so you get more hours of time off. In your first year you get 20 days off. That is 160 hours of time off (20 days x 8 hours). If we did it using 6 hours a day then you would get 120 hours (20 days x 6 hours) Using the 8 hour day method you get 40 hours more time off. 160 hours (8 hour method) – 120 hours (6 hour method) = 40 hours more time off under the 8 hour method.

If at any time you exceed your allocation of time off, it is grounds for termination.

Time off includes any time off unless indicated in this handbook. Time off includes but not limited to: Sick Days, Personal Days, Vacation, Personal Court Appearances, Car problems, Funerals, being sent home for being sick, or for any reason you are not able to work. **Time off is not just a benefit, it's a boundary.**

Grace Period Beyond Time Off Allocation & Conversion to Part Time Employment

Although employment can be terminated at any time you exceed your time off allocation, the company can provide at its sole discretion a grace period of no more than 40 hours over time off allocation. If you go beyond 40 hours over their time allocation, you may be terminated or converted to Part-Time employment working 3 or 4 days a week at the discretion of the company.

Paid time is based on Guaranteed Pay. Although cleaners can make more than guaranteed pay, the amount can fluctuate, and it can be hard to track or determine an average pay. As a result, Paid Time Off benefit is paid based on the guaranteed pay.

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.

Converting your “Paid Time Off” into “Cash & Unpaid time off” Once you qualify for paid time off, 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 are limits on cashing in your paid time. No more than 5 days, every two months.

Paid Time Off after separation. Any remaining paid time off after termination is paid as a continuation of time as if you were still working. **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.

Limitations on Time Off

We try to accommodate all requests for time off however there are limits on what we can approve.

- If we already have more than 10% of our staff out for the day prior to your request, we may not be able to grant your request for time off.
- Less than 48-hour notice may not be granted.
 - We give our customers the same requirements. Customers are not allowed to cancel service with less than a 48-hour notice and the same applies with time off requests.
- Requests for less than a full day may not be granted but we try really hard to approve them
 - The best way to manage your time off allocation is to only request the minimal amount of time off needed. If you have a Doctor's appointment in the morning then request a few hours and not a full day. The problem is getting a cleaner back to the office in the middle of the day or picking up a cleaner who is starting later in the day. The office tries really hard to make these work but sometimes it may result in having to take a full day.

Short Notice Time Off

Time off with less than 24-hour notice, including same day callouts, can happen but they must be limited. This includes requests for a few hours as well as full day time off.

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

Patterns of taking the same day off

If we see a pattern of someone calling out on the same day, the HR Manager or Area Manager will contact the employee about the pattern. Here are some examples of calling out patterns

- Calling out on Fridays
- Calling out on Mondays
- Calling out if your cleaning partner or team leader calls out the same day
- Calling out if you have to work with a certain person
- Calling out when you are schedule for a Spring Cleaning or Move-In/Out
- Calling out if you have to clean a particular customer

Once the pattern is reviewed with the cleaner, if the pattern continues, it is grounds for dismissal.

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. Be careful with requesting time off prior to it being earned. All time is subject to eligibility rules.

DaVinci Home Services, Inc

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. Your time off will still be assessed. Requesting a 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.

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 5 consecutive workdays. Employee must provide proof of death and relationship using an obituary notice from the newspaper, showing date.
- If you have a Doctor's note restricting you from working, we will only count the first day starting from the date of the Doctor's appointment and for a maximum of 14 calendar days.

Some events don't count at all

- If your child's school or day care closes. (Proof is required. Day care has to be a business with a website that posts closures. Proof of the closure must be provided on the day of closing)
- If you have a COVID event. (Proof may be required)

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.

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 the BambooHR system before your first day.

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 HR 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 Area Manager need to have your current phone number at all times.

DaVinci Home Services, Inc

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.

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 HR Manager will process your same day time off in BambooHR 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 of 100.5 °F 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 illness or injury, don't come into work. Call the 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.

DaVinci Home Services, Inc

Why does the company take 8 hours of time off if I miss a day but I only get 6 hours of work a day?

Your typical day is an 8 hour day. 6 hours of cleaning and 2 hours of drive time. We base all time off requests on an 8 hour day.

ALWAYS CALL the office if you are running late.

Typically employees are required to be at the office by 7:45. Unless your Team Leader tells you to be at the office later than this time, you should be at the office no later than 7:45. Arriving to work on time is very important. Being late to work can lead to numerous problems.

We know it can happen on occasion but if the problem is frequent it can lead to disciplinary action including termination.

You are considered tardy if you arrive any time later than the time given to you by your Team Leader. You are required to notify the office if you are running late. Call the office **770-790-4979 and press 6.**

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

Time off is not just a benefit, it's a boundary. There are consequences for going over your allocation. Manage your time off carefully because you can easily find yourself in trouble if you don't.

1st year employees earn their time off one month at a time but 2nd year employees and beyond, get all their time up front at their anniversary date. And because we provide more time off than any other company, your time off allocation can seem almost endless in the beginning. Just remember that your allocation has to last an entire year. Be mindful of how much time off you have left and how that affects your average monthly time off for the rest your year.

Take care of yourself and stay well

- Wear appropriate clothes to prevent illness
 - This job requires you to be outdoors throughout the year including the cold winter months and rainy days.
- 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
 - **Don't skip meals during the day.** Make sure to bring your lunch and snacks throughout the day. Most employees bring snacks to eat throughout the day.
- 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.

DaVinci Home Services, Inc

- 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 your job.

Bonuses for Cleaners

Consistent Quality Cleaning Club is an award for cleaners when they go 3 months without a complaint. You earn bonuses based on the number of awards in a calendar year.

# of awards in a year	Bonus
1 st Time	\$100
2 nd Time	\$500
3 rd Time	\$500
4 th Time & beyond	\$500

For every missed day of work over 5 days (40 hours) in a quarter (3 months), a day is added to the end date. **EXAMPLE:** Someone missed 7 days in 3 months. The cleaner has to get no complaints in 3 months plus 2 days.

If you get a complaint, the new 3 months starts the next business day. You do not have to wait to start earning your bonus.

We've had cleaners go all year without a complaint and many cleaners get this award 3 times in a year. There are many ways to avoid getting a complaint including leaving a note for the customer if there is any reason why you couldn't get an area perfectly clean. Doing a good job, not rushing, reading the work order, and checking your work will get you there.

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 HR Manager or 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
- 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 Office immediately.
- 8) The company will promptly and thoroughly investigate all allegations of unlawful harassment.

DaVinci Home Services, Inc

- 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” workplace. 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 Area 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 Human Resources or Bruce.
- 3) This open-door policy assures that employee concerns will be heard and considered. Problems arise in all workplaces 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.

DaVinci Home Services, Inc

(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 Area 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 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

DaVinci Home Services, Inc

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 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.

DaVinci Home Services, Inc

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.

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.

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 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.

DaVinci Home Services, Inc

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.
 - 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.
 - 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 on 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 Area Manager, Human Resources, 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 any personal area of a customer, you have a responsibility to bring this to your supervisor or to Human Resources 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.

DaVinci Home Services, Inc

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 benefits.

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

BOOKBAGS	Although we allow cleaners to use bookbags to bring lunch, snacks or other things they may need throughout the day, bookbags or any bag are strictly forbidden to be brought into a customer's home.
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 other people's personal conversations.</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>
Continued from previous page	
CLEANING TOOLS AND SUPPLIES	<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>


DaVinci Home Services, Inc

COMPANY VEHICLES	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.
CORRECTIVE ACTION	<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>
CUSTOMER COMPLAINTS	Mistakes can happen to the best of us, but there has to be a limit. There is extensive training and testing in your class, Products, Packages, & Procedures. You will learn about complaints, the degree of complaint including a non-charged complaint and most importantly how to avoid them. As a general rule, if a cleaner gets 6 complaints in a rolling 6 months, its grounds for termination.
CUSTOMER PRIVACY and REPORTING SUSPICIOUS BEHAVIOR Continued from previous page	<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, Human Resources, or to Bruce directly.</p>
DRESS CODE	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.

DaVinci Home Services, Inc

<p>DRESS CODE</p> <p>Cotinued...</p>	<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 sweatpants. 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 Area Manager and Human Resources 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>
<p>DRIVING SAFELY</p>	<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.5. Employees must promptly report any accidents to local law enforcement as well as to the company in accordance with established procedures.

DaVinci Home Services, Inc

<p>DRIVING SAFELY</p> <p>Continued...</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 about your concerns. If that doesn't work, then inform your Area Manager or Human Resources.</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>ELIGIBILITY DEFINITION FOR INSURANCE BENEFITS</p>	<p>Full Time Employees are eligible for company paid Life Insurance and the other insurance plans sponsored by the company. 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 because of rules set by the insurance companies.</p>
<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. We are open the day after Thanksgiving but allow employees to request this day off as normal time off. You must request the day off after Thanksgiving at least one month in advance.</p>

DaVinci Home Services, Inc

<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.</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> The Team Leader is required to take pictures of the broken or damaged item and send them to the office. Don't leave the home until you speak with the office. Do not tell the customer we will pay for anything. Just tell them the office will contact you right away.</p> <p>Accidents happen and we have a budget for these inevitable accidents. Causing an accident may not result in disciplinary action, but, not reporting an accident is grounds for 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>
<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>

DaVinci Home Services, Inc

<p>Continued from the previous page</p>	<p>The employee is required to provide copies of the subpoena or jury summons to the Human Resources Manager as soon as you receive notification from the courts. The office 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>Maternity & Pregnancy</p>	<p>It’s Maid Day employs less than 50 employees, so we are not subject to all FMLA rules typically required for companies with more than 50 employees.</p> <p>We do not discriminate against anyone who is pregnant. We treat pregnant employees just like any active employee. A pregnant person does not gain any new benefits because they are pregnant. Being pregnant does not change our time off policy or the work required for your position.</p> <p>You are allowed to work as long as you can complete all of your job responsibilities. We do not have light duty work for our cleaners.</p> <p>We’ve had many employees have babies while working for It’s Maid Day and returned to active duty after having a child. Although we are not required to hold your position because we are less than 50 employees, we have a track record of bringing back good cleaners after normal maternity leave.</p> <p>The HR Manager will contact you approximately 4 weeks after your delivery to discuss coming back to work. It is the employee’s responsibility to notify the HR Manager of your delivery date. If we agree to bring you back, we expect to have you return 6 weeks after a normal delivery or 8 weeks with cesarean delivery.</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 violation of this agreement aggressively</u> and is 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><u>Definition:</u> Anyone working less than 5 days a week.</p> <p><u>Time off policy:</u> Part Time employees qualify for time off based on a prorated basis. Rules for number of same day call outs are also prorated down. Example: Someone who works 3 days a week will have 60% (3/5=60%) of the same time off rules and benefits.</p>

DaVinci Home Services, Inc

	<p>Changes in Part Time Days: Any reductions in days with your schedule will result in immediate reduction of prorated limits. Any increase in days worked will not increase prorated time for 90 days.</p>
<p>PAY ADVANCE AGAINST EARNED PAY</p>	<p>Employees of the company may request an advance for amounts up to \$50 determined by the length of employment: The advance will be paid back through payroll deduction.</p>
<p>PAY PERIOD</p>	<p>The work week is calculated Monday to Sunday</p>
<p>PAY RATE PRIVACY</p>	<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 Human Resources and Owner. Discussion of pay between employees is strictly forbidden.</p>
<p>PERFORMANCE REVIEWS</p>	<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 feedback during your training. You may 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>
<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 including how long the team was in the home. If the complaint is validated by the office, the cleaning team will be required to clean the complaint area(s) again</p>
<p>RESIGNATION OR TERMINATION</p>	<p>Once an employee has decided to resign, the employee will notify the Area Manager or Human Resources Manager of the decision and the anticipated last day of employment with the company. The Human Resources Manager may 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 include deductions for any outstanding advances, company shirts not paid for, equipment or supplies (including company car keys) not returned to the company on the last day worked.</p>

DaVinci Home Services, Inc

<p>SAFETY</p> <p>Continued from previous page</p>	<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 Area 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 company shares 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 Area 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>
<p>SNOW DAYS, INCLEMENT WEATHER and DISASTERS</p>	<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>Continued from previous page</p>	<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 affect 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 you and the company catch up on lost earnings.</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 snowstorm. 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 to sponsor someone.</p> <p>You are not allowed to offer services of other people you know. You are not allowed to share a customer's contact information with anyone. This is grounds for immediate termination.</p> <p>If a customer asks for a referral direct them to try "Best Pick Services" or "Angie's List." Many of our customers found us there.</p>
<p>TIPS</p>	<p>All tips are shared equally with each cleaner on the cleaning team unless specifically directed by the Homeowner.</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> <p>If a team cleans another team's recurring customer and receives a tip directly or indirectly from the homeowner, the team must forward that tip, in total, to the team assigned to the recurring customer.</p>

DaVinci Home Services, Inc

<p>Video Recording, including audio, and Picture Release</p>	<p>From time to time our employees are videotaped and photographed while working or at the office. These video recordings, including audio, and pictures are used for a variety of things including evaluating the employee, producing training videos, and for promotional purposes, just to name a few</p> <p>In addition:</p> <ul style="list-style-type: none">• These videos or pictures may be displayed in educational presentations or training classes• Used for on-line educational courses• Promoting sales and service of the company or any entity approved by the company.• Facebook pages and other Social Media <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>
---	--

This rest of this page and the following page are left blank.

Turn to the last page for the signature page and release form.

This this page is left blank.

Turn to the last page for the signature page and release form.

Agreement & Release Form

By signing below, I agree that I have received a copy of the employee handbook. I agree to read the handbook and abide by the rules outlined in the handbook. If I have any questions, I will bring them to the Area Manager right away. And at any time, you can call Bruce the owner at 404-596-5288.

Photo/Video Release: By signing this handbook, you grant permission to DaVinci Home Service, Inc. and its agents and employees the irrevocable and unrestricted right to reproduce any photographs and/or video images, including audio, taken of me, for the purpose of publication, promotion, illustration, advertising, or trade, in any manner or in any medium. I hereby release DaVinci Home Services, Inc. and its legal representatives for all claims and liability relating to said images or video. Furthermore, I grant permission to use my video, including audio for the purpose of advertising and publicity without restriction. I waive my right to any compensation.

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

Employee Name (printed) Date

Employee Signature