

# SUMMARY OF POLICY & PROCEDURE MANUEL

For



## EXPECTATIONS

We are committed to excellence. We expect our employees to share that commitment. We provide maximum satisfaction for our customers through quality, performances thoughtfulness, personalized service and effective operation. If at any time we feel you are not meeting company expectations you may be discharged immediately.

## ORIENTATION

All newly hired employees will have an orientation of two days. First day includes review of this manual, federal and local tax forms, daily responsibilities, and day-to-day operations. The second day will be hands on training. At the end of the second day a written test will be given. Potential employees must pass this test with a minimal score of seventy-five (75%) percent in order to become permanently employed with **ECO Interior Maintenance**.

New employees will be assigned to a manager who will be responsible for the continued training of that employee.

## PERSONAL APPEARANCE STANDARDS

Employees will be expected to present themselves during working hours, in attire that is appropriate to their positions and the nature of the work performed. You reflect the image of our company. Your appearance is, therefore, extremely important for the impression you make on the job. Employees are expected to maintain hair, beard and personal hygiene. There really can be no excuse for poor grooming. Employees, who have doubts or specific questions about these standards, should consult with their manager.

## UNIFORMS

We issue three (3) shirts with the company logo imprinted, to each employee. **Fifty (50) percent of the total cost will be deducted from the employee's first paycheck. The full cost of replacing or ordering additional shirts is the responsibility of the employee.** Light brown work pants, belt, issued company ID and tennis shoes complete the required uniform. Each technician is required to follow the uniform code at all times, beginning at the start of their shift. All employees will be issued one (1) company ID badge at no cost to them. The cost to replace the company ID badge will be \$10.00, which will be deducted from their paycheck.

**Technicians' uniforms must be clean at the start of each work day.**

The image you reflect is not only of you, but that of our company. **We cannot stress the importance of this basic dress code.** Violation of this policy will result in a formal reprimand by your direct manager and will become part of your personnel record. Continued infractions of the dress code will result in your dismissal.

## SHORTAGES

Each employee will be held responsible for any shortage of equipment or chemicals. Cost of these items will be deducted from the employee's salary.

## LATENESS

Your lateness may at times be unavoidable. Our jobs are scheduled for the customer's convenience and we make every effort to be punctual.

Call the office the minute you know you will be late.

Being habitually late is a problem. Irresponsible behavior is clearly a problem which affects our business. Three reprimands regarding lateness will result in the employee being terminated.

## TIME CARDS

All employees are responsible for maintaining their own time cards. You must punch in and out on a daily basis. If you fail to punch in or out you **WILL NOT** get paid for that shift.

## TERMINATION PROCESS

Once the decision has been made to terminate an employee, that employee must leave the property of **ECO Interior Maintenance** immediately. "Property" consists of our client's office space and property, our vehicles, and warehouse/office space. Also, all property of **ECO Interior Maintenance** i.e. office/warehouse keys, client badges, company ID badges, cellular phone, etc. must be returned immediately. Employee's final paycheck will be withheld until all above items are returned to **ECO Interior Maintenance**.

The employee's final paycheck will be sent to them via mail from the corporate office on the original pay date. Any vacation time the employee has accrued over the course of their employment will be paid to them.

\_\_\_\_\_  
Employee Name (please print)

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

\_\_\_\_\_  
Date