

**TEAM
MEMBER
HANDBOOK**

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WELCOME

Welcome to BPOC Services. We are pleased that you have decided to join us. We hope our mutual association will be both productive and beneficial.

Our primary goal is to provide quality service to our clients. This service begins with you, the BPOC Services team member. Each team member plays an important role in the success of our company as it continues to grow.

BPOC Services has many goals for the future. Among them are continuing to expand our client and service base, as well as providing advancement opportunities and benefits for our team members. We hope that as a team member of BPOC Services, that you will continue to grow with us.

Good luck and welcome aboard!

Adrian Hilde & Tom Manion

CODE OF CONDUCT

We strive to make sure that our clients are completely satisfied with the quality of service and expertise. As we accomplish this goal our company and team members will continue to grow and prosper.

In order to satisfy our clients, we have very high performance expectations of each team member. As such, we've included a partial list of the attributes and behaviors we expect from our employees.

- Focus on performance, productivity and efficiency in all tasks
- Mutual respect between coworkers and clients with whom we do business
- Be considerate of fellow team members, supervisors and co-workers
- Work in a manner safe to both yourself and your fellow workers
- Team work and cooperation is essential
- Personal problems between team members should not be pursued at work
- Cost-consciousness – always consider how to keep our operating costs to a minimum
- Respect Company property. Use it only for business purposes
- Responsible timekeeping
- Be on time to work and contact your supervisor if tardy or absent
- Talk to management about any grievance or concern
- Help maintain Company equipment in good working order
- Keep the workplace clean and clutter free
- Respect your time at work. Don't make or receive calls or texts during working hours
- Respect the confidentiality of the Company and its clients

COMPANY MISSION STATEMENT

To provide commercial cleaning services to Whatcom County businesses and to do it better than any of our competitors.

To deliver the exact services our customers want; listen closely to their expectations; take a pro-active approach in defining their requirements; build the best partnering relationship possible; and continually improve our services.

To create a company that rewards dependability, integrity & safety and provides for the training and development of all team members.

COMPANY VALUES

A commitment to act with honesty and integrity at all times and in all aspects of our business, to be professional in doing our job, and to deliver a consistent, high level quality of work.

ABOUT YOUR HANDBOOK

This Team member Handbook has been prepared to acquaint you with important details of our employment and personnel policies, practices and procedures that apply to all the employees, hereinafter referred to as team members, of BPOC Services, hereinafter referred to as Company.

The contents of this manual are presented as a matter of information only. This Team Member Handbook does not create a contract between the Company and any of its team members, nor is it intended to be a legal statement of benefits.

This Team Member Handbook does not contain all of BPOC Services employment or personnel policies, practices and procedures. Its purpose is to provide basic information to team members regarding BPOC Services procedures and guidelines. BPOC Services retains the right to change, modify, suspend, interpret, vary from, or cancel, in whole or in part, any of its published or unpublished policies, practices and procedures, without advance notice, in its sole discretion, without having to give cause or justification. Recognition of these rights and prerogatives of BPOC Services is a term and condition of employment.

This Team Member Handbook supersedes all prior team member handbooks and any employment or personnel policies, procedures, practices, statements or promises, whether written or verbal, previously received from or made by the Company.

Please read this handbook carefully. It is each team members responsibility to be familiar with its contents. If there is anything you do not understand or if you would like more information about, please contact an owner or your supervisor for clarification.

As a condition of employment, all team members are required to complete and sign the Team Member Handbook Acknowledgment Form for placement in their personnel file.

AT WILL EMPLOYMENT

Your employment at BPOC Services is at will. This means that your employment is not for any specified term or duration. Both the employee and the employer have the right to terminate the employment relationship at any time, with or without notice and with or without cause. All team members will work a 90-day orientation period before they are classified as regular team members.

Nothing contained in this Team Member Handbook modifies or changes the at will employment relationship. No team member or representative of the Company may modify this policy orally or in writing. By accepting employment at BPOC Services, all employees agrees to the "at will" nature of the employment relationship.

ORIENTATION PERIOD

BPOC Services has established a 90-day orientation period for all new team members and team members promoted to new positions. During the orientation period, the immediate supervisor evaluates the job performance of the team member, to include the quality of work, dependability, cooperation, and successful performance of job duties.

If the team member's job performance is unsatisfactory at any time during or following the orientation period, action can include, but is not limited to, corrective action, demotion, reassignment, or termination of employment.

ROLE OF THE TEAM MEMBER

Our strength and future growth depend directly upon the contribution made by every team member in our organization. Our policy is to be frank, fair and honest with team members in respect to their job performance.

Every team member is expected to be considerate of fellow team members, whether they are supervisors or co-workers. Team members must work in a safe manner, to both themselves and their fellow workers.

Team members must not work in a manner that willfully obstructs or hinders another team member from completing their duties. Personal problems between team members are not to be pursued at work.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of BPOC Services to comply with all applicable equal employment opportunity laws and regulations. BPOC Services provides equal opportunity employment for all qualified persons without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, marital status or any other basis protected by Federal, State or local law.

AMERICANS WITH DISABILITIES ACT (ADA)

BPOC Services is committed to providing equal employment opportunities for qualified individuals without regard to disability. When appropriate, BPOC Services will provide a reasonable accommodation to a disabled team member, provided it does not create an undue hardship for the Company. It is the employee's responsibility to notify the Company if you believe an accommodation is necessary.

HARASSMENT

It is BPOC Services policy that harassment, including but not limited to sexual harassment, and offensive behavior of team members is prohibited. Any team member found to have acted in violation of this policy will be subject to appropriate corrective action, which may include immediate termination of employment.

Team members should understand that this policy applies to every team member of BPOC Services, including management, full-time, part-time and temporary team members, as well as any individuals who provide or receive services from the Company.

Responsibility: Every team member is accountable for their own actions. Management is ultimately responsible for promoting safe working conditions free of all forms of harassment. Team members are expected to report all complaints of incidents of harassment they experience, witness or learn about to management immediately.

Sexual harassment is any suggestion (express or implied) that any person's promotion, employment, compensation or treatment is in any way contingent upon or related to a team member's participation in or rejection of conduct of a sexual nature.

Sexual harassment also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact or other verbal or physical conduct or communication of a sexual nature that has the effect of substantially interfering with an individual's employment or creates an intimidating, hostile, or offensive work environment.

Other harassment includes racial harassment and harassment based on religion, minority status, sexual orientation, age or disability and includes unwelcome, hostile or discriminatory behavior. Any comments or behavior which creates a hostile or intimidating working environment and any actions which adversely base a team member's employment conditions will not be tolerated.

Any team member who is subjected to or witnesses any type of harassment, or physical or verbal intimidation, should immediately contact management. All harassment complaints will be promptly and confidentially investigated.

If the company discovers that harassment has occurred, disciplinary action will be taken up to and including termination of employment. Any supervisor or manager who has knowledge of such behavior yet fails to take appropriate action will also be subject to discipline and/or termination of employment.

EMPLOYMENT ELIGIBILITY VERIFICATION

All employers are required to be in compliance with the Immigration Reform and Control Act of 1986 (IRCA), which states that companies may only employ individuals who are legally authorized to work in the United States. BPOC Services requires all new hires

and re-hires to complete the Employment Eligibility Verification Form I-9 and provide documentation proving identity and employment eligibility.

Federal law mandates that a team member must provide identification proving eligibility to work no later than three (3) days after starting work. If you fail to provide your identification by this time, the Company may either place you on unpaid leave or terminate your employment.

FEDERAL / STATE / LOCAL COMPLIANCE

BPOC Services upholds and will comply with all federal, state, and local legislation. In the event that there is a portion of this handbook that conflicts or becomes in conflict with any of these laws, only the portion of the handbook that is in conflict will be invalidated; the remainder of the handbook will remain intact.

EMPLOYMENT DEFINITIONS

The following employment classifications apply to BPOC Services team members. Please note that certain insurance or benefit plan documents may contain different terminology and definitions regarding benefit eligibility.

Full-Time Team Member

Any team member who is regularly scheduled to work 32 or more hours per week.

Part-Time Team Member

Any team member who is regularly scheduled to work less than 32 hours per week.

EMPLOYMENT CLASSIFICATIONS

Team members will be informed of their classification as exempt or non-exempt when they begin employment or move to a different position in the Company.

Non-Exempt / Hourly

These team members are paid on an hourly basis and are eligible for overtime pay.

Exempt / Salary

These team members qualify as exempt as defined by the Fair Labor Standards Act and are not eligible for or should expect overtime pay. Exempt team members are expected to work 40 or more hours per week, to include working outside of normal business hours in order to meet their job responsibilities.

CONFIDENTIAL INFORMATION

During employment with BPOC Services, team members will learn, work with, and be entrusted with information that is confidential relating to the Company's operations, proposed new business, financial condition, sales and services. This information is not known outside of the Company or even known to all of BPOC Services team members. Keeping this information confidential is necessary to ensure our success. Because this information has substantial value to BPOC Services, all team members must exercise the highest degree of care not to disclose any confidential information, even inadvertently to any unauthorized persons in or outside the company.

Company – Knowledge of the company's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.

Customer – Knowledge of a customer's affairs gained through access to information not generally available to the public is to be considered confidential information. As such, it is not to be passed on to outsiders or discussed with other team members at any time.

Team member – All information on a team member's application is considered confidential, and is to be used for the hiring of personnel only. Personnel files are confidential and available only to management. A team member's own personnel file is open to his/her examination upon written request. Personal information such as telephone numbers and home addresses are not to be released.

For team members who work at the Company main offices: Confidential information at work, when not in use, must be secured in locked files. Confidential matters never leave Company property, must always be stored in appropriate places and must be relinquished upon termination of employment.

For team members who work outside the Company main offices: Confidential information must be retained separate from personal information to ensure that no one other than the team member has access to Company confidential information. All Company information, written/printed materials, passwords, computer files, property and all other work product performed by a team member or independent contractor on behalf of Company remains the sole property of the Company. All such information and materials must be returned to Company upon request and/or termination of employment or any contractual agreements.

All team members are required to sign both a Non-Compete and Confidentiality Agreement as a condition of employment at BPOC Services. Unauthorized release of