



# Personnel Policy Manual

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General Cleaners and Specialty Crew

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## WELCOME TO CLEANPOWER

On behalf of our entire staff, we are pleased and proud to have you working for CleanPower. We trust that you will enjoy working here. At CleanPower, it is our belief that our greatest asset is our team of loyal, well trained and informed employees. Accordingly, this handbook has been prepared to provide those employees who are joining us with information about our company as well as the benefits and obligations which go with employment here. In short, we want to explain what we expect from you and what you can expect from the company.

The provisions of this Handbook are not intended to create any kind of contract of employment, express or implied, between the Company and any of its employees and nothing in this Handbook is intended to modify the rights of the Company and you to terminate your employment or otherwise amend the terms and conditions of your employment at will at any time for any reason.

It is our hope that we may enjoy a mutually beneficial employment relationship. If there is anything in this handbook you do not completely understand, please do not hesitate to ask your Supervisor, Manager, District Operations Manager, Vice President, Human Resources Representative, or any one of us.

Again, welcome to CleanPower.

A stylized, handwritten signature in black ink, appearing to read "Guy Mingo".

Guy Mingo  
CEO  
Marsden Services

A handwritten signature in black ink, appearing to read "Jeffrey Packee".

Jeffrey Packee  
President/COO  
Eastern Division  
Marsden Services

A handwritten signature in black ink, appearing to read "Timothy Rupard".

Timothy Rupard  
President/COO  
CleanPower

## **CLEANPOWER, OUR PAST, PRESENT AND FUTURE**

### ***Our History***

CleanPower was founded in Milwaukee in 1969 and was Wisconsin's first commercial carpet cleaning company. Within a few years, CleanPower was providing full janitorial services in the Milwaukee area. Excellent employment practices, loyal customers and a proven business model led CleanPower to open offices throughout southern and central Wisconsin, beginning with Fond du Lac (1980), Madison (1986), Appleton and Racine (1993) and Sheboygan (1994).

Today CleanPower is Wisconsin's leading full service contract cleaning provider and employs over 2,300 people across the state. In 2000, CleanPower was acquired by *Marsden Building Maintenance*, a provider of cleaning and building maintenance services since 1952. In October 2007, CleanPower acquired the Sun Cleaning Group. CleanPower expanded our service offerings to windows when we acquired Al's Window Cleaning in October 2008. In July 2009, we took over the North Central part of the state when we acquired the Marsden operations in the state of Wisconsin. CleanPower remains privately owned and locally managed, and can now provide services on a national regional basis for our customers, no matter where they are located. CleanPower has also expanded into Illinois, Pennsylvania and Florida.

### ***Our Service Offerings***

CleanPower offers a wide variety of services for commercial, medical, industrial and institutional clients throughout the state of Wisconsin. With over 575 locations, we perform these services everyday – in medical facilities, schools, manufacturing plants, office buildings and corporate headquarters. Finding workable/functional solutions to address our client's needs is our prime objective. Each day, CleanPower staff works hard to return our customers' environments to a clean and orderly place to come to the next day.

In addition to day-to-day janitorial services, our Specialty Services Division offers a wide range of services to our contract customers or on a one-time basis. Members of our specialty teams are trained, skilled professional technicians and are certified by the Institute of Inspection Cleaning and Restoration (IICRC). Our Specialty Services include carpet cleaning, floor refinishing, construction cleans, upholstery cleaning and window tinting.

### ***The CleanPower Approach***

Satisfying our customers is our first priority and we focus all of our efforts to deliver on that promise. We are committed to provide the best combination of quality, price and performance in workplace cleaning

services, by continually improving our processes. By providing consistent and customized service, we help our customers so they can focus on *their* core business. This is *our* business.

In order to succeed in the business we are in, we value our employees and provide work that is professionally, personally, and financially rewarding within a work culture based on respect, professionalism, and continuous training and education. CleanPower is known for our careful and deliberate hiring practices. Because of the way we treat our employees, many refer their friends and family. We take pride in our team spirit and in our positive work culture. Many employees have chosen to pursue leadership opportunities at CleanPower. Even while maintaining a part-time schedule, positions with additional responsibilities are available. We believe in promoting from within, and have had many success stories from this approach.

It takes a team of skilled professionals to support our cleaning staff that work onsite with our customers. At CleanPower you can use your expertise and skills to help us maintain strong client relationships. Privately owned and locally managed, CleanPower offers an ideal environment – small enough so that face-to-face communication is the norm, but big enough to allow for career growth. At CleanPower you can have an impact, work with committed, team-oriented people and gain broad business experience.

### ***Media Policy***

CleanPower works to develop positive relationships with the media in efforts to increase company awareness, reinforce key attributes, communicate key issues, promote specific services and, when necessary, respond to questions pertaining to sensitive issues and misperceptions. To maintain consistency, the CleanPower Corporate Office must be involved in all media-related instances. Before contacting the media or responding to a media inquiry as a representative of CleanPower, call Timothy Rupard, President/COO at 414-302-3000, extension 174. In the event that he is out of town and can not be reached, Kathy Bullermann, Senior Vice President, extension 123, is the designated contact.

## **WHAT YOU CAN EXPECT FROM CLEANPOWER**

### **I. Pay is equitable to our employees.**

CleanPower is committed to providing wages that are competitive within the markets we service. On a periodic basis, we evaluate employee wages in comparison to the local job market. We then work with the customer to renegotiate our service agreement in attempt to receive wage increases for our employees. By focusing on providing quality services to our customers, we will have greater opportunities to negotiate price increases through contract renewals. Please remember, not all contracts renew on an annual basis.

### **II. Referral Program**

CleanPower strives to maintain the best work force in the contract cleaning business. We seek reliable, conscientious employees who work to the best of their abilities. Because we value your judgment, we encourage employees to refer others to apply. If you know anyone - friends, relatives, fellow members of organizations - who would be interested in a part-time or full-time position and is qualified, have them fill out an application on our website at [www.cleanpower1.com](http://www.cleanpower1.com). Your successful referral will qualify you for our referral program when your referral completes their first 90 days of work.

Your referred person must complete the same selection process as regular applicants, including: application, interview, reference, I-9 or right to work and background checks.

The following referral guidelines have been established:

1. The employee who refers the applicant must be currently working at the time the application is completed and at the time the referred employee completes their first 90 days of work.
2. The referred person must be qualified and hired by the Human Resources Department. The referred person must indicate the name of the CleanPower employee who referred them on the application.
3. The referred person must then work for CleanPower for 90 days.
4. A rehired employee does not qualify as a referral.

### **III. CleanPower is an Equal Opportunity Employer**

All decisions regarding hiring, pay, promotions, terminations, or any other conditions or privileges of employment are made without regard to genetic information, race, color, sex, national origin, age, religion, disability, sexual preference, marital status, ancestry, veteran status, or any other characteristic protected by law. It is our policy to seek and employ the best qualified personnel for all positions.

### **IV. Recognition for Length of Service**

CleanPower and our customers value and appreciate good, long-term employees. To reward our employees for their service, a team of our cleaning staff developed a recognition program. Employees are recognized after your first year of service and at each five year anniversary thereafter.

### **V. Open Communications Policies**

CleanPower's communication policies are meant to keep information flowing both directions, from the company to you and from you to the company. We want to have open, honest, two-way communication with all employees.

Managers and Supervisors are interested in your input regarding your job and our company. Let us know if you have a concern or an idea, either at regular crew communication meetings or at other times.

If your Supervisor or Manager is unable to resolve a concern you have, you may contact your Vice President of Operations, Human Resource Representative or President.

We are interested in your ideas and suggestions on how to improve your job or working conditions at CleanPower. Please let your Manager know if you have any suggestions, comments or concerns.

If they cannot resolve your issue, you can contact our telephone and Internet based employee feedback system called ***OpenLine***, which is administered by an outside vendor, EthicsPoint, Inc. All you need is access to a telephone or to a computer with an Internet connection. Services are available for our hearing impaired employees through a toll-free TTY number and more than 30 languages are also supported.

This system allows employees to choose to give their name or remain anonymous. EthicsPoint will do everything possible to maintain confidentiality. You will also be able to hold a private two-way conversation with someone from Human Resources, an assigned Manager or an online chat to provide more information.

You can access ***OpenLine*** through the following options:

- Call toll-free at 1-888-208-2532 or
- Online at <http://openline.marsden.com>
- Hearing Impaired TTY at 1-866-294-9572

We are working hard to ensure these are not just words on a page. We understand that through regular communication, positive examples, and reinforcement we will make them the backbone to our efforts at CleanPower.

We believe that the best way we can grow and compete is to offer competitive wage rates and benefits, along with safe, pleasant working conditions to attract and retain valuable employees.

CleanPower became Wisconsin's leading cleaning contractor by proactively forging ahead, focusing on our customers' needs and also on you, the employees, who help us achieve our goals.

## **VI. CleanPower's Quality Initiative and Continuous Process Improvement**

CleanPower has developed into Wisconsin's leading cleaning contractor by providing quality services to our customers.

We have done this with carefully selected, trained and motivated employees who take pride in their work. Our employees have helped us develop and utilize the best-known methods of cleaning, which we refer to as our Standard Operating Procedures (SOPs). Our SOPs allow us to provide exceptional service with maximum efficiency.

## **VII. Supervisor Training**

Because we value the technical knowledge gained in our cleaning positions, most of CleanPower's on-site Supervisors are promoted from within. To ensure Supervisors are prepared for the challenge of the positions, we offer a special technical/leadership skills program (S.I.T.S.) to potential candidates. Employees with excellent work achievement, communication skills and attendance may be nominated by their Managers to attend this course. Similarly, if you are interested in taking on the important responsibilities of a Supervisor, please contact your Area Manager, District Operations Manager, or Vice President to discuss attending.

# **WHAT CLEANPOWER EXPECTS FROM YOU**

## **I. Excellent Attendance**

Attendance and reporting on time. You are part of a team and we need you at work, **on time**, every day.

**If you are unable to report to work, you must notify your Manager at least three hours prior to your starting time** so that a replacement may be obtained. You may reach your Manager by calling the CleanPower office. If you do not remember his or her extension, you may access the directory. If your Manager is not available, you need to leave a message.

If you are a day cleaner, you need to contact our answering service at least two hours prior to the start of your shift. Please see the Day Supervisor or Manager in your branch for more details.

**IMPORTANT: If the CleanPower office is not notified of an absence for three consecutive days (no call/no show), the employee is considered to have resigned his/her employment and any unpaid hours will be paid at minimum wage.**

In order to provide quality service for our customers, it is important to have a steady crew on a consistent basis. Therefore, these guidelines are set up to help monitor attendance so that we can meet our customer's needs.

For your safety and that of your co-workers, if you have been off with an illness/injury for three consecutive days we will request a written doctor's release stating you are able to return to your regular duties.

If you are absent or tardy three times within a thirty-day period, you will receive a written warning. Any further absences or incidents of tardiness during the next thirty days can result in the termination of your employment. If you do not call in for your assigned shift or report for work (no call/no show), you will be issued a written warning. If you no call/no show again within a 12 month period, you will be terminated. Your Manager has discretion and authority to review each incident on an individual basis.

If you at some point resign from your position at CleanPower, a two-week advance written notice is requested. This is a standard employment request, giving consideration to your co-workers in seeking your replacement. **If you quit without giving two-weeks notice or you give a two-weeks notice and do not finish working the notice period, any unpaid hours will be paid at minimum wage and you may not be eligible for rehire.**

## **II. A Conscientious Employee**

Conscientious employees take pride in their work and are focused on providing quality services to our customers. Being a leader in the service industry, conscientious employees are a key to our success. CleanPower takes pride in knowing that all people who join our organization receive the best possible training before they go to the job. It is our sincere hope that the training provided allows you to be comfortable in your new position. If you have any questions regarding any aspect of your training please feel free to contact your Area Manager or our Human Resources Department.

Customers will have a perception of our work quality by observing our employees. We are working in their buildings and should show our concern for their property. When you go about your work at a steady pace, paying attention to detail, you create a positive impression. A poor impression will be created by standing around chatting with other employees or customers, working very slowly, goofing around, eating or drinking on the job, using customer's property or showing little pride in your work. Please be mindful of the impression your work habits make and work to continually impress our customers positively. You are prohibited from using any customer property or equipment for personal use, this includes computers. If you use computers or any customer equipment for personal use, you will be terminated and will be held financially liable for any charges incurred.

Earphones are allowed in most accounts, provided you listen at a reasonable level and can still hear emergency alerts and overhead pages. However, please turn all musical devices off when interacting with customers and co-workers.

## **III. Job Assignments**

While we do work hard to accommodate our crews, CleanPower reserves the right to change hours and duties as necessary or to assign an employee another job or location that may become available. If you engage in certain behaviors or activities that our customer finds to be unacceptable, we may need to transfer you to another building.



#### **IV. Orientation Period**

All new employees are on introductory status during their first 90 days of employment. This is a time for you to look over our company while at the same time CleanPower evaluates your performance. The Supervisor or Manager will monitor your work performance, attitude and attendance during this time and be available to answer any questions or concerns that may arise on the new job.

All employees continue to be subject to CleanPower's performance standards, work rules, and disciplinary procedures after completing the introductory period. Regardless of the fact that there is an introductory period, employment is "at will", meaning you can quit at any time or be terminated at any time.

#### **OTHER IMPORTANT INFORMATION**

##### **Full-Time Employee Benefits**

Full-time employees (those who work 40 or more hours per week on a regular basis) are eligible for the following benefits:

- Health Insurance
- Dental Insurance
- Life Insurance
- Paid Time Off (PTO)\*

All insurance benefits are effective the first of the month after 30 days of employment in a full-time position. Please contact your Manager or Human Resources for benefits information. If you do not enroll in benefits at the time you are first eligible, you may not be eligible to get on the plan. Please contact Human Resources for more information.

Paid time off is available for use the first of the month after 90 days in a full-time position. \*Paid time off is dictated by customer contract and does not have any cash value. If you resign your position with us, any unused PTO will not be not paid out.

##### **Pay Periods and Your Paycheck**

We are paid every other Friday. CleanPower issues all pay electronically. All employees need to sign up for Direct Deposit or a Money Network paycard. The first paycard is issued to employees free of charge. If the first paycard is lost, employees are responsible for contacting the Money Network for a replacement and for any applicable fees.

Paystubs are available to our employees on-line. All employees must set up an Ipay account in order to access their check stub information. Information on how to do this is available in Orientation.

##### **Clocking In**

All of our employee hours are tracked through an automated timekeeping system (TEAM). Employees will either clock in via the telephone or a wall terminal. Please see your Supervisor or Area Manager for the designated telephone or procedure used at your account. You are not allowed to clock in with your personal cell phone.

### **Extra Time and Overtime**

In all positions, the scheduled hours are budgeted with our clients and cannot be exceeded. If you wish to work any additional hours beyond your normal schedule you must first get authorization from your Supervisor or your Area Manager. If you wish to work additional hours please contact your Area Manager for opportunities that may exist in their respective area of responsibility.

In the event that a situation warrants that you work hours in excess of your scheduled shift and you are unable to get in touch with a Manager, you need to leave a message with your Manager why the extra hours were needed and how many extra hours were worked.

Overtime is paid for all time worked over 40 hours in the scheduled Sunday through Saturday work week in accordance with all applicable Federal and State wage and hour laws at 1 1/2 times the regular hourly rate.

### **Break Policy**

**Part-time staff:** The length and structure of our part-time positions does not allow for breaks. There are currently no provisions in our customer agreements that allow for breaks to be taken. However, we understand that during the course of completing your duties that you may wish to get a drink of water or use the restrooms.

**Full-time staff:** Full-time staff, scheduled for 40 hours per week, will receive a 1/2 hour unpaid lunch break to be scheduled according to the requirements of your specific job duties and building. Breaks are to be taken in designated areas, and at designated times only. This 1/2 hour lunch break will automatically be deducted from your time. Questions concerning this rule should be directed to your Supervisor or Manager.

### **Vacation and Leave of Absence**

In order for us to schedule your replacement, all employee vacations and leaves of absence require a two-week, written notice given to and approved by your Manager prior to your absence. Contact your Manager or Supervisor for the appropriate forms. No guarantee is made or implied that exactly the same position and/or pay rate as currently held will be available upon return from a leave of absence, or a vacation which extends beyond two weeks, except in qualified cases of Family and Medical Leave Act (FMLA).

In cases where a leave of absence extends beyond 2 weeks, you must reapply for a new position with us and will be considered along with other applicants, provided you have been left eligible for rehire.

Leaves of Absence are issued at the discretion of the Manager. If an employee over-stays a vacation or leave of absence, without notifying the CleanPower office, the employee is considered to have resigned his/her employment.

If you are a full-time employee regularly scheduled for 40 hours per week, you may be eligible for paid time off. Please see your Manager to see if you qualify.

### **Federal and Wisconsin Family and Medical Leave Act**

Under the Family and Medical Leave Act ("Federal" and "State") all full-time employees with one year of continuous service and all part-time employees with one year of continuous service at 20 hours per week are eligible to take up to twelve weeks of unpaid leave in the event of the following:

- The birth or adoption of a child of the employee with the leave to begin within 16 weeks of the birth or placement of that child (12 weeks for Federal, 6 weeks for State).
- The care of a child, spouse, parent or domestic partner (under the WFMLA) with a serious health condition. Certification is required from a health care provider (12 weeks for Federal, 2 weeks for State).
- The employee's own serious health condition which makes the employee unable to perform his/her employment duties. Certification is required from a health care provider (12 weeks for Federal, 2 weeks for State).
- The care of the next of kin with a serious health condition sustained in the line of duty ("Military Caregiver Leave"). Certification may be required and up to 26 weeks per year of unpaid leave may be allowed.

The actual amount of time off that you may take will depend upon the reason for the leave and the amount of family and medical leave which you have already taken in the twelve month period immediately preceding your requested time off.

In order to qualify for the Federal Leave, you must work a minimum of 1,250 hours in the prior 52 weeks. To qualify for Wisconsin Leave, you must work a minimum of 1,000 hours in the prior 52 weeks. If you meet the hours qualifications for both Federal and State leave, the leaves will run concurrently.

As used in this policy, the term "serious health condition" means any illness, injury, impairment, or physical or mental condition involving either an overnight stay in a medical care facility or continuing treatment by a health care provider for a condition that prevents an employee (or qualified relative under this policy) from performing his/her job functions or from participating in school or other daily activities. As used in this policy, the term "continuing treatment" means a period of incapacity of more than 3 consecutive calendar days or incapacity of any duration which is due to pregnancy or a chronic condition.

Intermittent leave is allowed in ½ day increments. While on Federal Leave, employees will be required to use any available PTO.

A Request for Time Off of Work form must be completed. Where your need for time off under this policy is foreseeable, you must provide at least 30 days advance notice. When the leave is not foreseeable or it is not possible to supply a full 30 days advance notice, you must provide advance notice of your need for leave as soon as practicable. This means that you should notify the company of your need for time off as soon as you become aware that you will need to apply for this benefit. In addition, medical certification will be required. If the Company has any concerns over the medical certification you have submitted, the Company may ask you to cooperate in obtaining a second or third medical opinion. Where a second or third medical opinion is requested, the cost of the examination will be paid by the Company.

If you are a participant in the company's health insurance program, your coverage will be continued on the plan as if you were actively working. However, you will be required to continue your usual contribution to the premium payment. This payment needs to be sent to the Human Resources department on a monthly basis.

During an approved leave under this policy, all benefits cease to accrue. This means that you are not eligible for holiday pay during your leave of absence. In addition, you will not be eligible to accrue additional vacation or sick leave until you return to work. Also, you will not accrue additional length of service for benefits purposes while you are on leave of absence. However, your leave of absence will not be deemed a break in your length of service.

In most cases, the Company will reinstate you to your former (or equivalent) job with equivalent pay, benefits, and other employment terms upon the conclusion of your approved leave. Reinstatement will be without loss of any employment benefit that accrued as of the date your leave commenced.

However, by law you have no greater right to reinstatement or to other benefits of employment than if you had continued to work during your leave. This means that you may not be reinstated if, for example, your job was eliminated for legitimate business reasons while you were out on leave.

A release from the employee's doctor may be required to return to work.

Leaves of absence put a strain on the Company and are viewed as an important benefit. When you are on an approved leave, you may not work elsewhere. This includes volunteer work or other work where you may not be compensated. Outside employment during your leave will result in immediate termination.

When you are able to return to work, you should give the Company at least two (2) weeks prior notice. This is important so that your return to work is properly scheduled. Upon your return, a doctor's certificate stating that you are physically able to return to your normal duties will be required.

Other stipulations and situations may apply. If you have any questions or concerns regarding the above stated policies, please contact the Human Resources Department.

\*If you work in a state other than Wisconsin, additional State regulations may apply.

### **Employee Records**

A personnel file is maintained for each employee. It contains confidential records such as employment dates, attendance records and wage increases. Please contact Human Resources if you are in need of a copy of your file.

Accurate employment records are important to assure all benefits and to comply with government regulations. It is your responsibility to help keep our records up to date by promptly notifying the CleanPower office of any change in:

- persons to be notified in case of accident
- address and/or telephone number
- your legal name
- your marital status
- your number of income tax deductions

### **Identification Badges**

Because we value the security of our employees and our customers, **all CleanPower employees are required to wear a picture I.D. badge, with the name and picture clearly visible.** The I.D. badge gives our customers confidence that we are assigned to the facility, and also allows them and our co-workers to know us by name. Should you lose this I.D., it must be immediately replaced. There is a \$10.00 fee for replacement. If your employment with CleanPower ends, the I.D. badge must be turned in, or you will be required to pay a \$10.00 cash fee.

Similarly, if keys, uniforms, shirts, access cards, or other property/ information has been provided to you in the course of your duties, they must be returned to CleanPower if your employment ends.

## **Employment Verification Policy**

As a result of the high volume of employment verification requests our office receives, CleanPower is changing its policy on completing employment verifications. Effective January 1, 2012 there will be a \$10.00 processing fee for each verification request that our Human Resources Department is asked to complete. The fee is payable by cash or a check made payable to Clean Power LLC. This will apply to current and former employees. Examples of employment verifications may include, but are not limited to, the following:

- Wage verification forms.
- Letters that verify termination date.
- Mortgage or other loan forms.
- Letters that state hours of work and current employment status.

Guidelines for our new procedure are listed below:

- Your request for employment verification must be submitted in writing - either a form must be enclosed for us to fill out or a written statement must be attached letting us know exactly what information is needed and where it is to be sent.
- Once this is received, along with the \$10.00 processing fee, we will complete your request within 5 to 7 business days.
- The verification will be sent out as directed.

Please keep in mind that Employees may also obtain much of this information at no cost, including access to their paystubs and W2 forms dating back to 2008, via the ipay website at <https://ipay.adp.com>. Again, accessing this information is free of charge to you.

In addition, the *Important Things to Remember* paper that you received at your Orientation Class with CleanPower may contain all of the information that you need for your employment verification, such as hire date, scheduled hours and your hourly wage.

Please contact the Human Resources Department in your branch office if you have any questions regarding the new procedure.

## **Customer Service and Interaction**

We work hard to impress our customers with the quality of our employees and their work performance. The image our employees present can easily influence our customers' perception of our quality. That image is reflected in their appearance, friendliness and conscientious approach taken to their work. It is our expectation that you will take pride in presenting a positive image by following these guidelines:

### **Appearance**

CleanPower uniforms/work aprons were designed by a team of employees. They are provided to all employees to be worn while at work. All new employees will be charged a \$5.00 fee on each of their first two paychecks to help offset uniform costs. They serve both to quickly identify our staff and have functionality in protecting your own clothing and carrying keys/small equipment. This fee will not be reimbursed to you when you return your uniform to CleanPower.

- Your own personal clothing worn in conjunction with the apron is expected to be clean, neat and without holes, rips, or other noticeable flaws.
- In order to portray a professional image, sweatpants or running pants are not allowed.
- Shirts which have pictures/words that could be taken as offensive are not acceptable, nor are halter tops, tank tops or midriffs. Please be considerate of the environments in which we work. For example, do not wear a shirt promoting tobacco use in a health care facility.
- Certain accounts may allow shorts if they are in good taste and at a reasonable length. Check with your Manager to see if this is appropriate in your building. (Employees who clean restrooms or perform Specialty Services, due to chemicals used in their duties may not wear shorts.)
- Low heeled, rubber soled shoes with good treads, such as tennis shoes are acceptable. For safety reasons, sandals, high-heeled shoes, open toed or open heeled shoes are not acceptable.
- Clean, neat hair and beards are expected. At certain accounts, tasteful baseball caps may be worn, if facing forward. Other hats worn in religious observance are also acceptable. Do-rags or hoodies are not allowed.
- Because the image you present is so important, please check with your Manager to determine appropriateness.
- Our employees working during the days are expected to wear appropriate slacks, such as khakis or Dockers, etc along with our CleanPower polo shirts.
- For safety reasons, pants need to fit properly around the waist and undergarments are not to be exposed.
- In some evening accounts, our employees wear CleanPower shirts along with the aprons. It is your responsibility to make sure these shirts are laundered. These shirts need to be turned in at the termination of your employment.
- Certain accounts may have different appearance guidelines. Please see your Manager for details.

### **Customer Interaction**

While working you may encounter a customer passing by in the hall or in an office. Please be considerate, and extend a friendly greeting, such as: “Good Evening”, “Hello”, or “Hi, How are you?” Extended conversations are not encouraged as those customers also have their own work to accomplish.

When customers are working late in an area where you are assigned to clean, please approach that person and politely ask, “Do you mind if I clean this area now?” In most cases, they will say they do not mind if you clean around them. However, if they are on the telephone, be mindful not to create too much noise with the vacuum or other equipment. If the person asks you to come back to that area later, and you can accommodate him/her, please do so. If the shift is ending, and you will not be able to clean later, please tell them: “Unfortunately, we will be leaving here shortly, but we will be certain to clean thoroughly in your office tomorrow.” If customers are still in a conference room, lunchroom, or other important area, be sure it is noted in the Customer Activity Log Book and inform your Supervisor or Manager.

Similar, polite conversations are also appropriate. Those above are given as positive examples. Disciplinary action may occur if conversations with our customers start occurring too frequently and/or become disruptive.

## **Harassment**

It is the policy of this company to maintain a working environment free from all forms of harassment based on race, sex, national origin or religion or any other characteristic protected by law. CleanPower will not tolerate such behavior on the part of any employee toward co-workers, customers or others with whom they have contact with in the scope of their job. In addition, CleanPower will not tolerate such behavior among any of our customers/building personnel toward our employees.

Sexual harassment is defined as "unwelcome sexual advances, request for sexual favors, unwelcome physical contact of a sexual nature or unwelcome verbal or physical conduct of a sexual nature."

An offensive act or offensive conduct creates a hostile work environment. Some examples of sexual harassment could include but are not limited to:

**Physical Acts:** Unnecessary touching, grabbing, and/or hugging.

**Verbal Behaviors:** Foul or obscene language, sexual propositions, crude jokes about gender specific traits, and/or comments on someone's physical attributes.

**Non-Verbal Conduct:** Sexual graffiti, pornography, whistling, catcalls, and/or suggestive facial expressions or gestures.

Not only is sexual harassment a violation of our policy, but it is also unlawful under the sex discrimination provision under Title VII of the Civil Rights Act of 1964.

Any employee who feels subjected to harassment or intimidation, sexual or otherwise, should immediately contact his/her Supervisor or Manager, or the company's Human Resources Representatives, Vice President, or President or Open Line. All complaints of sexual harassment will be promptly investigated and acted upon by the Human Resources Department and Senior Management.

Any employee found to have committed sexual harassment will be appropriately disciplined and/or terminated. Customers or other building personnel found to have harassed our employees will also be dealt with appropriately. Employees involved in an investigation may be transferred to other locations if it is deemed necessary.

## **Zero Tolerance Policy On Violence in the Workplace**

Increasing violence in the workplace represents a threat to safety. CleanPower has adopted a Zero Tolerance Policy on violence in the workplace, consistent with what has always been our goal of providing a positive work environment.

Consistent with this policy, acts or threats of physical violence, including intimidation, harassment and/or coercion that involve or affect CleanPower, its employees or clients and that occur on or off CleanPower property will not be tolerated.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

- Hitting or shoving an individual
- Threatening harm to an individual or his/her family, friends or associates
- The intentional damage or destruction of or threat of damage or destruction to property

- Harassing or threatening phone calls and e-mails
- Slamming fists into furnishings or objects
- Throwing/slamming objects
- Harassing surveillance or stalking
- The suggestion or intimation that violence is appropriate
- Possession or use of firearms or weapons of any sort on their person, or even in their vehicles on the premises.

Any violation of this policy will lead to disciplinary action, up to and including termination of employment, and legal action if appropriate.

Every CleanPower employee is encouraged to report incidents of threats or acts of physical violence. The report should be made to a Manager or Human Resources.

### **Weapon-Free Workplace Policy**

To ensure that CleanPower maintains a workplace safe and free of violence for all employees, the company prohibits the possession or use of weapons on company property. A license to carry the weapon does not supersede this policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination of employment. All company employees are subject to this provision, including contract and temporary employees, visitors and customers on company property. “Company property” is defined as all company-owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways, parking lots or other property under the company’s ownership or control. Company property also includes all customer or client sites in which CleanPower sends its employees or agents. This policy applies to all company-owned or leased vehicles.

“Dangerous weapons” include, but are not limited to, firearms, explosives, knives and other weapons that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by the policy.

CleanPower reserves the right at any time and at its discretion to search all company-owned or leased vehicles and all packages, containers, briefcases, purses, desks, lockers, enclosures and persons entering its property, for the purpose of determining whether any weapon has been brought onto its premises in violation of this policy. Employees who fail or refuse to promptly permit a search under this policy will be subject to discipline up to and including termination of employment.

*Questions or concerns on this policy should be directed to your manager or the Human Resources Department.*

\*This is a Wisconsin law. If you are working in another State, that State law would apply.

### **Telephone Policy**

Telephones in the building in which you are working are not to be used for personal calls. Only designated phones should be used to check in or out with the main office or to contact your Manager in regard to any account concerns. In an emergency situation - use the nearest phone.

You may not make any non CleanPower authorized calls including long-distance, or 1-900 calls from the client’s telephone. Making personal or long distance calls will not be tolerated. Employees found making



long distance calls or using any 1-900 numbers puts CleanPower's contracts and reputation in jeopardy. Therefore, they will be terminated and held financially responsible for the cost of the calls.

### **Breakage Policy**

Accidents occur in the normal course of work, and you will not be expected to pay for damages. However, if you do accidentally break or damage any property belonging to a customer, leave a note reporting the damage on the desk of the proper party and in the Activity Log Book.

Also report any breakage or damage to your Supervisor or Manager right away so that they can follow up with the appropriate parties. Please report any accidents and do not try to fix them yourself.

Many customers have been impressed by our employees' honesty and our efforts to correct mistakes/accidents. On the other hand, if damage is hidden and later uncovered by the customer, they are understandably very upset.

We can turn a potentially bad situation into a reasonable friendly experience if we are up front with our customers and deal with any damage immediately. Your efforts in prompt reporting are crucial to positive customer relations.

### **Theft Deterrent Policy**

CleanPower carefully screens our applicants to ensure that we hire honest people to service our customers. While we consistently practice this screening process, events do occur and it is our intent to pursue these incidents immediately. CleanPower offers a cash reward to any individual who provides conclusive evidence of any theft or stolen property from CleanPower or our customers. Our employees work hard to support CleanPower's integrity with our valued customers. Please contact your Manager, Human Resources our use *OpenLine* (see page 5) if you become aware of any incidents relating to theft. All tips will be investigated.

### **Customer Property**

CleanPower is called regularly to clean the personal property of our customers. It is important to understand that often times items such as pictures, knickknacks, coffee cups or other items are of great sentimental value to our customers. Therefore we must exercise great care when handling these or any other items.

We are responsible to clean cleared desk surfaces and work stations. Office equipment including staplers, telephones, lamps or most office equipment can be safely moved and cleaned around. Generally, we are not responsible to clean computers and fax machines and should not move any fragile equipment.

Any papers on desks or work stations should not be moved, read or disturbed in any way. If you find that you continually run into this situation please notify your Supervisor who can provide you with a **“Desk Cleaning Tag”**. **Do not leave any notes to customers on desks.** Should you find it necessary to use this tag it is important that you clean the desk thoroughly the next day.

Any items found on the floor should be picked up and returned to the nearest desk. CleanPower provides to our customers **orange “Trash Throw Away Tags”** to clearly label any unusual items that should be

thrown out. Any item clearly labeled trash or any item with this tag affixed to it should be thrown out. As always it is more important to use good judgment when deciding to throw anything out. If you are not absolutely certain that the item is trash please contact your Supervisor or do not throw it out.

At no time or under any circumstances should any CleanPower employee take any item belonging to our customers home with them, even if the item is placed in the trash.

Due to recycling regulations, we are not allowed to throw out old computers, fluorescent bulbs, or monitors. Please direct such customer requests to your Area/Account Manager.

**WHEN IN DOUBT, DO NOT THROW IT OUT.** If you want to get it out of the customer's area while you decide what to do with it, move it to the Janitorial Closet/Area.

As a CleanPower employee, you may run across privileged and/or confidential information. Confidential information is information about CleanPower or our clients that is not available to the public. Some information that may be confidential includes, but is not limited to, information about costs, profits, customer lists, medical information, market sales, security procedures and letters.

Employees who disclose confidential information about CleanPower or our clients put our contracts and reputation in jeopardy. Therefore, they will be immediately terminated and may be held personally liable for any damages to the extent the law provides.

As an employee of CleanPower, you may be assigned a set of keys or a security card for use while working. Unless directed otherwise by your Manager, these keys/security cards need to be secured in the building before you leave. If you mistakenly take a set of keys or a security card home with you, you need to notify your Manager or the CleanPower office immediately to arrange their prompt return. If you no longer clean a certain building, keys or access cards must be returned immediately or the police may be contacted.

### **Emergency Procedure**

Call the Police Department or Fire Department in case of burglary, fire, or other emergency. Keep phone numbers tacked up in the supply room or janitorial closet. 911 service is accessible in all of the buildings we service.

Emergency client contact phone numbers should be in the front of your Building Service Plan Book and our Managers are reachable via cellular phones or pagers. In addition, the call center can be reached 24 hours a day at 866-249-1649.

### **Disciplinary Procedure**

The goal of our discipline policy is to identify performance and conduct issues in the hopes that the employee can correct these behaviors. CleanPower follows a progressive discipline policy to identify and address conduct and performance related issues. However, there are certain situations that may require a step to be skipped or in very severe cases, immediate termination. Please see pages 22-23 giving situations to when this might happen. Also, our discipline policy cannot address each and every situation requiring corrective action. Please keep in mind that the first 90 days of employment with CleanPower is

an introductory period in which CleanPower may treat issues of discipline differently than with employees who are past the introductory period.

We make every attempt to carefully consider all the circumstances before making disciplinary decisions. Our Managers and Supervisors have the discretion to review each situation on an individual basis.

For most situations, employees are given warnings prior to termination. These warnings typically start with a verbal reminder and progress to a written notice. In some situations, it may be appropriate to utilize an unpaid suspension.

Please keep in mind that the first 90 days of employment with CleanPower are an introductory period. At any point during this period if your Supervisor or Manager determines that your performance or attendance is unsatisfactory, you may be terminated without notice.

While CleanPower will generally take disciplinary action in a progressive manner, we reserve the right to modify this to fit the individual situation. If you have any questions regarding this disciplinary policy, please contact your Manager or Human Resources.

## **CLEANPOWER'S COMPANY RULES AND PRACTICES**

Because we are working in our clients' locations, good performance and behavior on the part of all of our employees is important in keeping our clients satisfied and continuing our business relationship with them.

It is also important that our Supervisors, Assistant Supervisors, Team Leaders and Managers receive the cooperation and assistance of all employees.

When CleanPower employees act in any way that disrupts our business or that of our clients, they are subject to either a warning or, in those situations deemed very serious by our Supervisors or Managers, dismissal.

Our Supervisors and Managers will investigate each situation individually in order to be fair to our employees and clients.

Noncompliance with CleanPower's company guidelines, including rules and regulations may be cause for corrective action resulting in a warning or termination.

1. Where building requirements necessitate, uniforms must be worn on the job at all times.
2. Identification Badges must be worn at all times while working in your assigned building.
3. Smoking and/or using chewing tobacco on the job is prohibited.
4. Consumption of any food, or any beverages, on the job is not permitted in any area during working hours.
5. Taking unauthorized breaks is not allowed during working hours, this includes talking on your personal cell phone.
6. Changing the day or time of your job assignment without prior approval from your Supervisor or Area Manager will not be permitted.
7. If you are unable to report to work, you must notify the main office at least three hours prior to your starting time.
8. The use of cell phones for personal use is prohibited within the facilities.

## **SOME PRACTICES LEADING TO IMMEDIATE DISMISSAL**

1. Theft of property belonging to CleanPower, its customers or other employees. You will also be held personally liable for damages to the extent that the law provides.
2. Use of alcoholic beverages or other intoxicating drugs on the job or prior to reporting for work. Any employee "high" or intoxicated, or drinking or using other drugs will be dismissed.
3. Bringing or allowing unauthorized personnel on the job site at any time.
4. Using telephones, computers or other customer property in buildings for unauthorized personal use. You will also be held financially responsible for any costs incurred for personal use of phones or other customer property without permission, except in case of emergency. If there is an immediate, life-threatening emergency, no permission is needed. Call 911 from the nearest phone.
5. Being in any unauthorized part of the client's premises without permission from a Supervisor.
6. Opening drawers, cabinets or other storage spaces in customers' areas. Touching or reading documents/non-office supplies is unacceptable.
7. Falsifying application for employment, time records, or any written records, either your own or others either by deliberate dishonesty or omission of any kind.
8. Calling in or out for a co-worker is also not allowed. In addition, you must call in and out from the designated account phone. You are not allowed to call in and out from any other phone, including a cell phone.
9. Sleeping and/or laying down on the job.
10. Not calling the office prior to absences from work for three consecutive days is considered resignation of employment and you will not be eligible for rehire. In addition, any unpaid hours will be paid out at minimum wage.
11. Any fighting or violence in the workplace is prohibited. Refer to our Workplace Violence policy for more information.
12. Possession of guns, knives or any other object that can be used as a weapon on company premises or on the job site.
13. Any type of harassment based on sex or any other characteristic protected by law; including exposing body parts on CleanPower's or the client's premises.
14. Refusal or failure to follow the direction of your Supervisor or Manager.
15. Use of profane or abusive language directed to a Supervisor, Manager, client, co-worker or guest.
16. Deliberate destruction or damage of CleanPower's property or property of fellow employees or customers in any manner.
17. Disregard of employer's interest either through a gross neglect of duties or disruptive behavior.

18. Excessive absenteeism.

19. Excessive tardiness.

20. Failure to cooperate with any investigation which includes harassment, discrimination, violence in the work place, or the destruction or misappropriation of CleanPower or client property.

21. Securing employment with one of our direct competitors while employed with CleanPower.

\*Please note that the above lists is in compliance with Wisconsin Fair Employment Law. In cases where State Law conflicts, State Law will supersede any of these rules.

THIS PERSONNEL POLICY & SAFETY MANUAL IS NOT INTENDED AS A CONTRACT OF EMPLOYMENT

## **CLEANPOWER ADDRESSES**

### **Corporate**

124 North 121<sup>st</sup> Street  
Wauwatosa, WI 53226  
Phone: (414) 302-3000  
or 800-388-1608

### **Appleton**

610 East Longview Drive, Suite B  
Appleton, WI 54911  
Phone: (920) 749-9399  
or (800) 864-2977

### **Madison**

418 Oak Street  
Madison, WI 53704  
Phone: (608) 242-1500  
or (888) 242-1506

### **Sheboygan**

4726 S. Taylor Drive  
Sheboygan, WI 53081  
Phone: (920) 451-6804

### **Eau Claire**

800 Wisconsin Avenue, Building 2D, Suite 208  
Eau Claire, WI 54703  
(715) 830-0881

### **Racine**

601 Lake Avenue  
Racine, WI 53403  
Phone: (262) 634-9000

### **Wausau**

2172 West Stewart Avenue  
Wausau, WI 54401  
(800) 736-0248

### **Steven's Point**

2607 Post Road, Suite #7  
Steven's Point, WI 54481  
(800) 736-0248

### **Marinette**

844 Pierce Avenue, Suite 205  
Marinette, WI 54143

**[www.cleanpower1.com](http://www.cleanpower1.com)**



This CleanPower Personnel Policy and Safety Manual has been updated effective 11/2013 and supersedes any previous versions of this manual.



I have received a Personnel Manual, which I have been instructed to read as soon as possible so I understand the Company's policies and procedures. I have also been told that if I have questions or concerns with the information in this manual, I am to contact my Supervisor, Manager or the HR Department.

I attended CleanPower's orientation session on \_\_\_\_\_(date).

I received a Personnel Policy and Safety Manual, and I understand the material which was presented, including:

1. CleanPower's Company Rules and Practices including those on Harassment.
2. CleanPower's expectation for Interaction with Clients.
3. CleanPower's Standard Operating Procedures, including the Standard Operating Procedure for Recycling.
4. CleanPower's timekeeping procedures (TeamTime Call In Guide).

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Printed Employee Name

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Employee Signature