

# Paid Time Off (PTO) Policy

CNY Cleaning Solutions | Revised: May 5, 2026

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## Policy Purpose

CNY Cleaning Solutions values the well-being, reliability, and work-life balance of our team. This policy explains eligibility, use, tracking, and limitations for paid time off for part-time employees. It is intended to promote fairness and consistency while ensuring that client service needs remain covered.

## 1. Eligibility

- Part-time employees are eligible for paid time off after completing one year of continuous employment with CNY Cleaning Solutions.
- Employees must be active and in good standing at the time PTO is requested and used.

## 2. PTO Amount, Accrual, and Utilization

- PTO will no longer accrue based on hours worked.
- Upon reaching their one-year anniversary, each eligible employee will receive the full 28 hours of PTO in their account.
- The 28 hours of PTO represents the maximum PTO available for the employee during the applicable PTO year.
- PTO may be used in increments of 2 hours or more, unless otherwise approved by management.
- PTO must be requested at least two weeks in advance, except in emergencies or unforeseen circumstances.
- PTO is subject to management approval based on staffing levels, client coverage needs, and the timing of the request.

## 3. Carryover and Maximum Usage

- Unused PTO may be carried over into the next year only if approved by company policy and payroll tracking rules.
- Regardless of carryover, the maximum amount of PTO that may be used in a calendar year is 28 hours, unless an exception is approved in writing by ownership.
- PTO has no cash value beyond the paid time off benefit described in this policy.

## 4. PTO Request Procedure

- Employees must submit PTO requests through the designated company process or system.
- Requests should include the date or dates requested, the number of PTO hours requested, and any relevant scheduling notes.
- Supervisors and management will review requests based on account coverage, staffing needs, and the order in which requests are received.
- PTO should not be considered approved until the employee receives confirmation from management.

## 5. PTO Tracking

- CNY Cleaning Solutions will maintain records of PTO balances, PTO used, and remaining available PTO for each eligible employee.
- PTO balances may be reflected in Gusto, payroll records, or other company tracking systems.

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## Employee Policy

- Employees are encouraged to review their PTO balance and notify management if they believe there is an error.

### 6. Payout Upon Termination or Resignation

- Upon resignation, termination, job abandonment, or separation from employment for any reason, employees are not entitled to cash out unused PTO hours.
- Unused PTO is forfeited at the time of separation unless otherwise required by applicable law or expressly approved in writing by ownership.

### 7. Scheduling, Coverage, and Business Needs

- Because CNY Cleaning Solutions provides client-based cleaning services, PTO approval depends on the company's ability to maintain proper account coverage.
- Employees are expected to provide as much notice as possible so the company can plan coverage and avoid disruption to client service.
- Management may deny, postpone, or limit PTO requests when approving the request would create staffing issues, excessive overtime, or service concerns.

### 8. Policy Changes

- CNY Cleaning Solutions may update, revise, or discontinue this policy at any time based on business needs, payroll system requirements, or changes in applicable law.
- Any changes to this policy will be communicated to employees in a timely manner.

### 9. Questions

Employees with questions about this PTO policy should contact their supervisor, manager, or ownership for clarification.