

# CNY Cleaning Solutions



## EMPLOYEE HANDBOOK

Effective Date 10-24-19

EMPLOYEE HANDBOOK

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Welcome to CNY Cleaning Solutions

The following pages contain information regarding many of the policies and procedures of CNY Cleaning Solutions. These policies are a condition of employment. Labor relation laws require that all employers maintain a written policy that is applied non-discriminately to all employees.

If you have questions or need assistance reviewing this document, please contact:

William Hanlon at 315.254.7336

Office hours are:

Monday through Friday: 8am to

5pm. Saturday: Closed

Sunday: Closed

Our main phone number is 315.254.7336 .

For life threatening emergencies call 911.

For facility emergencies call 315.254.7336.

## DISCLAIMER

THIS HANDBOOK DOES NOT CONFER ANY CONTRACTUAL RIGHT, EXPRESS OR IMPLIED TO CONTINUED EMPLOYMENT AT CNY CLEANING SOLUTIONS, NOR DOES IT ESTABLISH FIXED CONDITIONS FOR EMPLOYMENT OR CREATE AN EMPLOYMENT CONTRACT BETWEEN EMPLOYEES AND CNY CLEANING SOLUTIONS.

THIS MANUAL IS NOT AN EMPLOYMENT CONTRACT. EMPLOYMENT CAN BE TERMINATED AT ANY TIME, FOR ANY REASON, WITH OR WITHOUT CAUSE, AND WITH OR WITHOUT NOTICE, AT THE DISCRETION OF THE EMPLOYEE OR CNY CLEANING SOLUTIONS. THE EMPLOYEE HAS THE RIGHT TO TERMINATE THEIR EMPLOYMENT AT ANY TIME, WITH OR WITHOUT CAUSE. THE CONTENTS OF THIS HANDBOOK DO NOT MODIFY THE AT-WILL STATUS OF EMPLOYMENT.

This handbook is intended only to outline the employment policies, procedures and benefits of CNY Cleaning Solutions. This manual is not intended to be all-inclusive and should not be considered to be an employment contract. CNY Cleaning Solutions reserves the right to change employment policies, procedures, benefits or this manual at any time without notice. It is the

responsibility of the employee to stay abreast of policy. CNY Cleaning Solutions will make every effort to notify employees of any policy changes, additions or deletions. Said changes will immediately become a part of this manual.

This handbook provides general information and guidelines but cannot address every situation. Some of the benefits described are covered by official plan documents. Whenever a described benefit is covered by official plan documents, the plan documents control.

This employee handbook effective October 24, 2019 supersedes all former policies and practices including former handbooks.



## Introduction

### CNY Cleaning Solutions Mission Statement

We pledge to deliver outcomes that provide the highest quality, while protecting people and environments. At CNY Cleaning Solutions we treat our customers and coworkers in a kind and friendly manner. It is our goal to be a positive influence in the community.

### Career Opportunities

It is our desire to see each and every employee achieve their highest potential. We will do our best to provide the opportunity and offer training, education and guidance whenever possible. See your immediate supervisor if you have questions.

### Open Door Policy

It is our objective to provide a work environment free from elements that would deter employees from performing their best work. All concerns may be expressed through our open door policy. Management at CNY Cleaning Solutions maintains this open door policy to discuss any issues you may have. Feel free to express yourself about work related or personal matters. We welcome your input.

If you feel you have been discriminated against in any way you are encouraged to express concern through this open door policy.

### Code of Conduct

Employees of CNY Cleaning Solutions are to conduct themselves in a responsible, professional and ethical manner. Report any unethical or dishonest behavior to your immediate supervisor.

Reported activities will be investigated by appropriate CNY Cleaning Solutions management team members. The management team will determine appropriate means for resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

### Documented Workers

#### Worker Documentation

The Immigration Reform and Control Act outlines requirements for worker documentation, via a Form I-9, as follows:

Every U.S. employer must have a Form I-9 in its files for each new employee, unless:

The employee was hired before November 7, 1986, and has been continuously employed by the same employer.

Form I-9 need not be completed for those individuals:

Providing domestic services in a private household that is *sporadic, irregular, or intermittent*;

providing services for the employer as an independent contractor (i.e. carry on independent business, contract to do a piece of work according to their own means and methods and are subject to control only as to results for whom the employer does not set work hours or provide necessary tools to do the job, or whom the employer does not have authority to hire and fire); and

Providing services for the employer, under a contract, subcontract, or exchange entered into after November 6, 1986. (In such cases, the contractor is the employer for I-9 purposes; for example, a temporary employment agency.)

CNY Cleaning Solutions requires employees to submit a Form I-9. All new employees must complete Section 1 of a Form I-9 within three days of hire. The employee's signature holds him/her responsible for the accuracy of the information provided.

CNY Cleaning Solutions reserves the right to revise this policy without notice to comply with state and federal law.

## Employment

### At-Will-Employment

Unless otherwise defined in an employment contract, all employees at CNY Cleaning Solutions are "At Will Employees". This employment status allows the employee or CNY Cleaning Solutions to immediately terminate the employment relationship at any time with or without advance warning, and with no subsequent liability. Termination of employment may happen for good cause, bad cause, or no cause at all.

### Equal Opportunity Employment

Employees are hired based solely on CNY Cleaning Solutions personnel requirements and the qualifications of each individual candidate.

We will not tolerate nor condone discrimination due to age, race, color, religion, sex, sexual orientation, gender, gender identity, national origin or disability. We will comply with the spirit and letter of all local, state and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, sex, national origin, sexual orientation, gender, gender identity or disability when making decisions regarding termination of employees.

Any questions or concerns regarding any aspect of this policy should be directed to the owner.

## Eligibility for Employment

Federal law requires both new employees and re-hires to provide documentation of eligibility to work in the United States plus proper identity. A properly submitted form I-9 will be required for employment.

### Employment Forms

All employees are required to submit the following documents at the time of hire:

- Acknowledgement of Employee Handbook
- Acknowledgment of receipt of CNY Cleaning Solutions antidiscrimination and antiharassment policy
- Employment Eligibility Form I-9
- Paychex Direct Deposit
- Blank check or document verifying bank account
- Any other forms as required by management of CNY Cleaning Solutions

On the day of hire, all employees are legally obligated to complete the Employment Eligibility Form I-9. All documents must be completed within three days of hire and delivered to the Office Manager.

## Familial Employment

CNY Cleaning Solutions does allow family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exist. Hiring decisions will be the exclusive responsibility of the Human Resources department.

## HIPAA Notice and Privacy Practices

The Health Insurance Portability and Accountability Act (HIPAA) includes components to ensure that your personal health information is protected so that individuals are not afraid to seek health care or to disclose sensitive information to health professionals. It is designed to ensure that protected health information is protected during its collection, use, disclosure and destruction of records at CNY Cleaning Solutions. Breach of this policy should be reported to the Human Resources Department.

## Moving Expense for Relocation

CNY Cleaning Solutions does not pay relocation expenses for new hires or employees offered positions requiring relocation.

## Part-Time Employment

CNY Cleaning Solutions does offer part-time employment positions. Employees who work 34 hours or less per week will be considered part time. Direct all questions regarding benefits for part-time workers to the Human Resources department.

## Employment of Minors

CNY Cleaning Solutions does not offer employment to minors.

## Minimum Wage

CNY Cleaning Solutions adheres strictly to minimum wage standards as outlined by the United States Government, per the Department of Labor, as outlined in the Fair Labor Standards Act, Part 541 "Overtime" Final Rule and New York State Rules and Regulations. Guidelines are set forth at:

<https://www.dol.gov/compliance/guide/minwage.htm>.

<https://www.labor.ny.gov/workerprotection/laborstandards/workprot/minwage.shtm>

[shtm](#)

## Violence

Threats of violence or acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Report any such activity to your immediate supervisor or the Human Resources department.

## Weapons

Weapons are generally defined as guns, knives and other objects universally considered a weapon by the vast majority of society. A "weapon" can also be any object which would do harm to another when used as such. CNY Cleaning Solutions shall deem any such object a "weapon" for the purpose of enforcing of this policy.

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate supervisor or the Human Resources department.

## Alcohol, Marijuana, Drugs & Illegal Substance Abuse

Possession of alcohol, marijuana, illegal drugs or other illegal substances is not permitted on company property, or while on duty in the employment of CNY Cleaning Solutions. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, marijuana, illegal drugs or other substances. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Report any suspicious activity to your immediate supervisor or the Human Resources department.

The company has a vital interest in assuring a safe, healthy and effective work environment for our employees, their coworkers and the customers we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment and continued employment with the company the following substance abuse policy.

Employees are prohibited from reporting to work while using illegal unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except if the use is pursuant to a doctor's order and the doctor advised the employee this substance does not adversely affect the employee's ability to perform his or her job duties. Employees are prohibited from reporting to work while under the influence of alcohol.

In addition, employees are prohibited from engaging in unlawful or unauthorized manufacture or distribution, sale or possession of the legal or unauthorized substances and alcohol in the workplace including: on company paid time, on company premises, in company vehicles or while engaged in company activities. Employees are also prohibited from reporting to duty or remaining on duty with any unauthorized substances or alcohol in their system. Employees are also prohibited from consuming alcohol during work hours, including meal and break periods.

Your employment or continued employment with the company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

Furthermore, any employee who violates this policy is subject to termination, but may be permitted in lieu of termination, at the company's sole discretion, to participate in and successfully complete an appropriate treatment, counseling or rehabilitation program as recommended by a substance abuse professional as a condition of continued employment and in accordance with applicable federal, state and local laws.

Consistent with its fair employment policy, the company maintains a policy of non-discrimination and responsible accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The company will attempt to assist its employees through referrals or rehabilitation, appropriate leaves of absence and other measures consistent with the company's policies and applicable federal, state or local laws.

The company further reserves the right to take all appropriate and lawful actions necessary to enforce this substance abuse policy, including but not limited to the inspection of company issued lockers desks or other suspected areas of containment as well as an employee's personal property when the company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

This policy represents management guidelines. For more information please speak to your supervisor or the owner.

We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system. If an employee tests positive for drugs or alcohol the employee will be so notified and will have the opportunity to have the sample retested by a lab of his choosing. Any positive results may result in disciplinary actions up to and including termination.

CNY Cleaning Solutions has enacted a drug free work place policy, which policy sets the Company's procedure for drug and alcohol testing. All employees are subject tor random testing at any interval determined by the company. The company may also ask any employee to submit to a drug and alcohol test for cause as defined in the company's drug free work place policy, which is attached hereto at Exhibit C

## HARASSMENT AND DISCRIMINATION POLICY

It is the policy of CNY Cleaning Solutions to affirmatively seek to provide and maintain a work place free of sexual and/or other harassment, discrimination and intimidation of any employee or job applicant. We do not accept or condone actions of harassment or discrimination based on: race, color, creed, age, sex, sexual orientation, national origin, disability, marital status, military status, genetic predisposition or carrier status, arrest and criminal convictions records, or any other protected status identified by federal, state or local law, by our management, employees or customers. Harassment and discriminatory behavior among employees or contractors will result in disciplinary action, including but not limited to termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor and the Office Manager, at which point the company will investigate and take corrective action. You are welcome to seek legal relief if you find the company's actions inadequate.

Please see Exhibit A attached hereto for DiPeso's complete anti-discrimination and anti-harassment policy.



## Accommodation for Disabled Employees

CNY Cleaning Solutions is committed to complying with the American with Disabilities Act (ADA), the New York Human Rights Law (NYHRL), and all applicable laws providing for nondiscrimination in employment against qualified individuals with disabilities. CNY Cleaning Solutions will work with employees who have disabilities to develop reasonable accommodations that allow an individual the opportunity to perform the essential functions of his or her job in a safe and efficient manner. Employees are encouraged to inform their supervisors of any physical or mental disability and to suggest appropriate methods of accommodation. All information concerning disabilities will be considered confidential and will be released only in accordance with the requirements of the ADA and the NYHRL.

## Domestic Violence Statement

CNY Cleaning Solutions recognizes that domestic violence can have an adverse impact on employee job performance, and may also impact co-workers.

CNY Cleaning Solutions will assist employees affected by domestic violence, both the victim and the abuser within reasonable guidelines. Information will remain confidential as long as the safety of others is not at risk.

## Job Postings

CNY Cleaning Solutions posts available hiring positions allowing current employees to apply for the position. All applicants must meet education and/or experience requirements for consideration. All positions for hire will be posted at our Facebook page.

## Seniority

CNY Cleaning Solutions does not consider length of continuous service when making decisions for advancement, job placement, layoffs or staff reductions.

## Personnel File

CNY Cleaning Solutions maintains a confidential personnel file for each employee. Files are controlled by the Human Resources department. Employees must acquire permission to view his or her personnel file from the Human Resources department. These files are the property of CNY Cleaning Solutions. No documents may be altered or removed by the employee. Every reasonable effort is made to keep the information confidential and access is limited to staff members who require access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.

## Policies & Procedures

### Attendance

Punctual attendance is mandatory for efficient job performance. If you are going to be later or absent for any reason, notify your immediate supervisor as well as the front office as soon as reasonably possible but no later than one hour before the start of your shift. Failure to call in will be considered a no show/unexcused absence

Poor attendance, absence without notification or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination.

Employees will be given a written warning after 4 unexcused absences in a 12 month period starting from their hire date. After 6 unexcused absences/occurrences within a 12

month period from their hiring date employees will be suspended. After 8 unexcused absences/occurrences in a 12 month period from their hiring date employee will be terminated.

Consecutive days will count as 1 absences/occurrences. A doctors note is required after for an absence of 3 days or greater.

If you are absent for one day without notifying the company, it is assumed that you have voluntarily abandoned your position with the company, and you will be removed from the payroll.

## Parking

CNY Cleaning Solutions employees are required to park in the employee parking area. All other parking is reserved for customers and visitors.

## Work Schedule Requirements

With variations in work load based on demand from our customers, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be required to work overtime be it pre-planned or spontaneous. Overtime is considered mandatory in these instances; it is a condition of employment. See "Overtime Pay" below.

## Staff Meetings

Group meetings of several employees as well as meetings of all employees are occasionally scheduled. Every effort is made to schedule these meetings during the hours worked by the vast majority of employees. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during their scheduled work hours.

## Bulletin Boards

Bulletin boards placed in designated areas throughout the facility display notices and announcements for employees to review. It is the responsibility of each employee to review the bulletin boards several times per week to be aware of information posted.

## Time Cards

All employees are required to turn in weekly time cards reflecting hours worked unless authorized to be exempt, as with supervisory and management personnel. For vacation, paid leave or holidays, time cards must be turned in to accounting for these days/hours. Completed time sheets are due in the office every Friday. Failure to turn in time sheets by this deadline may delay your paycheck for that week.

## Lunch Break

Employees working a shift of six or more hours will be provided at least 30 unpaid minutes for a meal between 11 AM and 2 PM. Employees working a shift that starts before 11 AM continues past 7 PM will be provided an additional unpaid meal of at least 20 minutes between 5 and 7 PM. Employees working a shift of six or more hours between 1 PM and 6 AM will be provided an unpaid meal period of at least 45 minutes' midway through the shift. Your supervisor is responsible for approving the scheduling of time.

## BREAKS

It is in the best interest of our employees and CNY Cleaning Solutions to provide a break from work several times throughout the work day. Typically you will receive two refreshment breaks, one before and one after the meal break. Schedules may vary from employee to employee based on work schedule and from one department to another. It is the responsibility of your immediate supervisor to establish your break schedule.

## Workplace Dress Code

CNY Cleaning Solutions encourages employees to dress comfortable, with consideration given to maintaining a professional appearance. Appropriate attire should be worn at all times in keeping with commonly recognized standards. If you interface with clients or are scheduled to meet with clients on an occasional basis, be prepared and dress appropriately. Be considerate of the company's image as well as your image with customers and your co-workers. Employees are required to wear a company T-shirt with Khakis and a slip resistant shoe.

## Medical Attention

CNY Cleaning Solutions requires employees to notify a supervisor when medical attention is required for any reason, accident or illness. Employees requiring transportation to a medical facility must be taken by trained medical personnel. Transportation and medical costs not covered by workers compensation are the responsibility of the employee.

On the job injuries are covered by worker's compensation insurance policy. If you are injured on the job, no matter how slightly, report the incident immediately to the human resource department. Consistent with applicable state law, failure to report an injury within a reasonable period of time could jeopardize your claim. We ask for your assistance in alerting management to any condition which could lead or contribute to an employee accident. Additionally, the company will attempt to provide a reasonable accommodation which is medically feasible and does not impose an undue hardship on the company as prescribed by applicable, state federal or local law.

## Compensation

Compensation for employment is based on performance. Rates are established by mutual agreement between the employee and CNY Cleaning Solutions. Raises also, are based on performance, growth and productivity. All requests for salary increases and/or promotion will be fairly considered by supervisors and the Human Resources department. Employment is based on an as-needed basis. Employees are not guaranteed tenure or retirement benefits.

## Overtime Pay

All CNY Cleaning Solutions employees are entitled to extra pay for authorized overtime hours, per the Department Of Labor, as outlined in the Fair Labor Standards Act, Part 541 "Overtime" Final Rule. Guidelines are set forth at:

<https://www.dol.gov/compliance/guide/minwage.htm>. Overtime pay for qualifying employees, working overtime, is paid at a rate of one and one-half times the regular rate of pay.

## Payroll Schedules

Employees are paid every two weeks. Regardless of shift schedule, the work week begins Monday and ends Sunday. Payday is every other Friday. In the event payday falls on a holiday, paychecks will be distributed before the holiday.

## Paychecks

Payroll checks shall be distributed on payday as established in the Payroll Schedule section of this handbook. Federal, state and any other required taxes will be withheld from wages as will any voluntary deductions.

## Payroll Deductions for Federal Tax, State Tax, FICA and Medicare

As required by law, CNY Cleaning Solutions withholds taxes from employee earnings, as well as social security (FICA) and Medicare. CNY Cleaning Solutions also participates in matching programs as required.

## Telecommuting Or Working Away From the Office

Electronic media opens the door to new opportunities for working away from the office. There may be certain and specific circumstances where doing so could benefit both the employee and CNY Cleaning Solutions.

If you wish to consider this option, discuss it with your immediate supervisor. If the supervisor concurs, they will request authorization from the Human Resources department. Monitoring procedures may be put in place during the off-site working arrangement. All arrangements for such activities are considered temporary and may be terminated without notice.

## Performance & Evaluation Reviews

Annual performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to your department and CNY Cleaning Solutions are also reviewed and documented. Your supervisor will discuss job requirements for your duties and identify your specific skills. Together you will establish plans for your growth and development. All performance reviews will become a permanent part of your personnel file.

## Reimbursement of Expenses

Expenses to be reimbursed by CNY Cleaning Solutions must be approved in writing prior to expenditure. To receive reimbursement you must furnish the accounting department with two items: receipts for all expenses and a properly completed expense form (available from your immediate supervisor).

We appreciate your expenditures on behalf of CNY Cleaning Solutions and will make every effort to reimburse you in a timely fashion.

If you require an advance for expenses, see your immediate supervisor.

## Reporting Personal Information Changes



Employees must notify the Human Resources department whenever there is a change in their personal information on file with CNY Cleaning Solutions. This includes address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact your insurance coverage.

## Gifts, Entertainment & Meals

CNY Cleaning Solutions employees and their families are not allowed to give or receive business gifts, favors, meals or entertainment to or from any customers or suppliers of CNY Cleaning Solutions, except as approved by the Human Resources department.

If you or a co-worker is approached to give or receive such gifts you are required to request permission from the Human Resources department.

## Visitors

Due to the nature of our business, security clearances and non-disclose agreements with our clients, visitors are not allowed in production or restricted areas. All visitors who are not visiting for business purposes will be restricted to the lobby area. All business visitors must have authorization to enter production areas. See your immediate supervisor for authorization. Notify a supervisor immediately if you become aware of any unauthorized visitors.

## Personal Property

CNY Cleaning Solutions is not responsible for personal property of employees within facilities, vehicles or parking areas. Any personal items brought on premises deemed inappropriate by CNY Cleaning Solutions, will be removed without notice. As always, be considerate of the company's image as well as your image with customers and co-workers.

## Personal Cell Phones, Tablets And Smartphones

Use of personal cell phones, mobile phones, smartphones or personal digital assistants is prohibited during standard working hours. Personal calls and communication via social media must be handled on personal time. If you have an emergency situation, contact your immediate supervisor.

## Text Messaging

Use of personal cell phones, mobile phones or personal digital assistants for text messaging is prohibited during standard working hours. Personal text messaging must be handled on personal time. If you have an emergency situation, contact your immediate supervisor.

## Personal Safety

At CNY Cleaning Solutions the safety of our employees is a top priority. We will

make every reasonable effort to ensure the safest working environment possible. If you have suggestions or concerns, discuss them with your immediate supervisor or the Human Resources department. If you feel you are in danger performing your job duties, stop working and report the hazard to your immediate supervisor. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately. All new employees will be required to complete a safety orientation. A copy of CNY Cleaning Solution's safety policy is attached hereto as Exhibit B and available at the main office. If you have a question regarding the safety of your workplace and practices, ask your supervisor for clarification. Failure to comply with all health, safety and environmental policies and procedures may result in disciplinary action, up to and including termination.

In the event of an injury you must notify your supervisor immediately.

Employees who punch in using their phone are prohibited from punching in or using their phoned while driving. Employees are expected to comply with equitable state laws regarding the use of cellular telephones.

For safety reasons, employees are not to use headphones or listen to music while on the job.

See CNY Cleaning Solutions Safety Manual for CNY Solutions Full Safety Policy, which is attached hereto as Exhibit B.

## Food & Beverage

Without exception, food and beverage is strictly prohibited within immediate proximity of any computers, servers, related hardware, application storage areas or production equipment. In all other areas, employees should be mindful of potential business visitors within the work area. Meals should be eaten in the specified lunch area.

## Smoking

Smoking is prohibited on CNY Cleaning Solutions property and clients property.

## Solicitation

As a courtesy to other employees CNY Cleaning Solutions does not allow solicitation of political information, religious information or items for sale. Solicitation for sale of items involving fund raisers for school projects and the like may be considered. See your immediate supervisor for approval.

## Company Property

### Confidential Information Security

As a matter of course employees of CNY Cleaning Solutions will have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, pricing, client lists, contractual agreements, intellectual property and marketing/sales strategies. It is a condition of employment that you not disclose this information to third parties during or after employment. Disclosure of CNY Cleaning Solutions confidential information without express written approval is prohibited. Failure to comply with this policy may result in disciplinary action, termination of employment, and/or legal action.

### Facilities Security

It is the responsibility of all employees to ensure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. See your immediate supervisor if you will be left with this responsibility. This includes, but is not limited to, turning off appropriate lights, closing and locking all doors and windows.

Report any potential security risks to your immediate supervisor.

## Office Supplies and Equipment

CNY Cleaning Solutions supplies and equipment are to be used for company purposes only. Improper use of these items may result in appropriate disciplinary action, up to and including termination.

## Company Vehicles

Use of company vehicles for personal purposes is prohibited. Operators of company vehicles are responsible for the safe operation and cleanliness of the vehicle. Accidents involving a company vehicle must be reported to the owner immediately.

Employees are responsible for any moving and parking violations and fines which may result when operating a company vehicle.

Company vehicles should be operated by the employee only. Company vehicles may only be used for job related travel. There is mandatory drug testing to drive a company vehicle. Smoking is prohibited in company vehicles. The use of seat belts is mandatory for operators and passengers of company vehicles.

## Driver's License/Driving Record

Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to your supervisor immediately. Violations of this policy may result in immediate termination of your employment. There is MANDATORY drug testing to drive a Company vehicle.

## Company Equipment

Company property, vacuums, chemicals, equipment and tools, are to be used for CNY Cleaning Solutions business purposes only. Use of unauthorized equipment may result in appropriate disciplinary action, up to and including termination.

Your designated work area are not to be locked with personal locks. If you need assistance securing company property see your immediate supervisor.

## Phone Systems, Voice Mail and Personal Calls

Telephone systems, equipment and operators are in place to provide business services of the company. Employees are to limit the personal use of these items. Lengthy calls should be made during breaks.

Long distance calls for personal use are prohibited.

## Conservation and Recycling

Conserving energy and resources is a priority at CNY Cleaning Solutions.

Employees are required to conserve power and water in all reasonable ways. Recycling containers are provided throughout the facility for collection of recyclable materials. Containers are marked for various materials. Please be certain to separate all recyclables and put them into the appropriate containers.

## Computer Related

Computers and Related Equipment:

CNY Cleaning Solutions provides employees access to computers, printers and other equipment on an as-needed basis, to perform their job requirements. This equipment is to be used exclusively for the business activities of CNY Cleaning Solutions.

Employees found to be using company computer equipment for personal use may be subject to appropriate disciplinary action, up to and including termination.

Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair or maintenance, notify your immediate supervisor.

Employees shall not use company systems to knowingly violate any city state or federal laws.

Computer games and personal software may not be installed on company

equipment.

Company equipment shall not be used to create or store personal information or projects.

Company equipment shall not be used to store or display images depicting violence, sexually explicit material or racially offensive material.

Software installed on company computers must be properly licensed and installed at the direction of the computer systems supervisor.

Employees are not permitted to download any software (free or otherwise) without express permission from the computer systems supervisor.

## Internet

Company computer systems, connected to the internet, are connected for business purpose only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use company provided computers or internet services.

Conducting company business on the internet must be done following all guidelines and policies for conducting business in conventional settings.

Do not expect privacy on company computers. Our software and systems may have the capability of tracking each visit, each email, each chat and each file transfer, by every computer on the system.

CNY Cleaning Solutions maintains the right to limit internet access.

CNY Cleaning Solutions will comply with any reasonable requests from law enforcement to review internet activities of any employee.

While accessing the internet, employees should be fully aware of the global reach of the media. Employees are required to maintain a high level of dignity and be mindful that they represent CNY Cleaning Solutions to the world at large while online.

For protection of the company network and proprietary information, security measures have been installed on the systems. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

Employees are prohibited from using the internet for transmitting obscene, harassing, offensive or unprofessional messages; accessing any site that is sexually or racially offensive or discriminatory; displaying, downloading or distributing any sexually explicit material; transmitting any of CNY Cleaning Solutions confidential or proprietary information, including customer data, trade secrets or other materials covered by CNY Cleaning Solutions confidentiality policy.

## Email & Electronic Communication

Company provided email is provided for business purposes only. Personal use should be kept to an absolute minimum.

All emails, sent or received, are company records and as such, are accessible to appropriate staff members.

No anonymous emails can be sent from company systems. All employees are required to identify themselves by name and email address.

Chat room participation is prohibited except for business related forums which require approval from your immediate supervisor.

## CODE OF ETHICAL CONDUCT:

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Please consult your supervisor or an official of the company if you have any questions.

Employees of the company should not solicit anything of value from any person or organization with whom the company has a current or potential business relationship.

Employees of the company should not accept any item of value from any party in exchange for or in connection with a business transaction between the company and that other party.

Employees may accept items of incidental value (generally, no more than \$25) from customers, suppliers, or others as long as the gift is not given in response to solicitation on your part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.

If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your supervisor or the company president.

Violations of this code may lead to disciplinary action, up to and including termination.





## EMPLOYMENT BENEFITS

### Personal Leave of Absence

Full-Time Employees who have completed 90 continuous days of employment are eligible to request an unpaid leave of absence if needed. The granting of an unpaid leave of absence is at the discretion of management. Employees requiring time off from work may apply for an unpaid leave of absence by submitting a written request with the reason for such leave to William Hanlon. CNY Cleaning Solutions will make every reasonable effort to consider a personal leave of absence request. Many factors are considered when determining eligibility for personal leave of absence and is granted or denied solely at the discretion of CNY Cleaning Solutions. When considering requests for time off, CNY Cleaning Solutions will assess the effect of such time off on the Company, and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave, unless the law states otherwise. However, the Company will try to reinstate each returning employee in his or her old position, or one that is comparable.

When granted, the maximum allowable is 30 days per calendar year.

Accepting or performing another job or applying for unemployment benefits during a leave of absence will be considered a voluntary resignation.

### Sick Leave

Sick leave benefits are earned at a rate of one day of paid sick leave for every 2 completed calendar months worked. Eligible employees can earn up to six days of sick leave per year. Unused sick leave may be carried to the next year, not to exceed a maximum of 6 days carried forward. At the end of employment with CNY Cleaning Solutions, employees will not be paid for unused sick leave days.

Notify your immediate supervisor or the Human Resources department in advance when you plan to use sick leave for scheduled medical procedures or doctors appointments.

If you are sick and unable to attend work or if you must leave before the end of your shift because of illness, notify your immediate supervisor as early as reasonably possible.

## Personal Time

CNY Cleaning Solutions does not offer paid personal time off. Employees will not be compensated for hours not worked. See supervisor for options to make up the time.

## Short-Term Disability Leave

Notify your immediate supervisor or the Human Resources department in advance when you plan to use short term disability leave for scheduled medical procedures or pregnancy related disability. CNY Cleaning Solutions reserves the right to verify any employee's inability to perform job duties through consultation of medical experts selected by CNY Cleaning Solutions.

CNY Cleaning Solutions complies with all aspects of the United States Department Of Labor regulations for Employment Laws: Medical and Disability-Related Leave as outlined here:

<http://www.dol.gov/odep/pubs/fact/employ.htm>

With one day's notice, CNY Cleaning Solutions will permit time off for victims or witnesses to pursue legal action related to domestic violence.

CNY Cleaning Solutions is required by state law to deduct a small amount from your check to pay the premium for State Disability Insurance. SDI will pay benefits to you if you become disabled. Disability includes pregnancy.

## Paid Family & Medical Leave

CNY Cleaning Solutions employees are eligible to take paid leave as per the terms of The New York's Paid Family Leave program. Consult the Human Resources department for details or review the program at <https://www.ny.gov/new-york-state-paid-family-leave/paid-family-leave-how-it-works>.

## Funeral Leave

CNY Cleaning Solutions will provide reasonable time off for employees to attend funerals of friends and loved ones. In the event of a death in the immediate family of the employee, up to three days paid time off may be granted to attend to family matters and funeral arrangements. Additional unpaid time off may also be granted. Contact the Human Resources department concerning your specific needs. (Only applies to full time employees)

## Election Days

Provided an employee's schedule does not allow time for voting outside of work, and that he/she is a registered voter, he/she may take up to two hours, with pay, at the beginning or end of a workday, to vote in local, state or national elections.

## Jury Duty

Employees summoned for jury duty are granted an leave in order to serve. CNY Cleaning Solutions will pay employees the lesser of \$40.00 per day or their daily wage for a maximum of three (3) days. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage hourly laws.

Make arrangements with your supervisor as soon as you receive your summons. We expect you to return to your job if you are excused from jury duty during your regular working hours.

## Military Duty

In accordance with requirements of law, CNY Cleaning Solutions will provide military leave of absence and reinstatement for qualifying employees. CNY Cleaning Solutions may provide eligible employees up to two weeks paid leave for military leave of absence. Contact the Human Resources department for details. (Only applies to full time employees)

## Severe Weather Closings

In the event the company must close for the day due to severe weather or emergencies, the company will make every reasonable effort to notify you. Employees will be paid for the day up to a maximum of three days.

If weather conditions are so severe that you are unable to travel to work, contact your immediate supervisor. Employees will be paid for the day when these instances arise and travel restrictions can be independently confirmed.

## Benefits

### Medical:

CNY Cleaning Solutions does not offer group medical insurance benefits to employees. It is the responsibility of each employee to provide their own medical coverage.

### Life Insurance Policies

CNY Cleaning Solutions does not offer life insurance policies to employees at this time.

### 401K Plan

CNY Cleaning Solutions does not offer a 401K plan at this time.

### Retirement

CNY Cleaning Solutions does not offer a retirement plan at this time.

### Worker's Compensation

State and federal law governs eligibility requirements. All premium costs are paid by CNY Cleaning Solutions. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physician.

Employees are required to report job-related injuries immediately. Failure to comply could result in difficulty with the employee's claim.

Report to your immediate supervisor all accidents or injuries.

### Holidays

CNY Cleaning Solutions provides the following holiday schedule for all full time employees who have worked 90 consecutive days prior to the holiday. Eligible employees qualify for paid days. Non-qualifying employees are required to

take the days off without pay, unless otherwise approved in writing by your immediate supervisor.

#### Holiday Schedule:

|                     |                     |
|---------------------|---------------------|
| New Year's Day      | Paid                |
| President's Day     | Paid                |
| Memorial Day        | Paid                |
| Independence Day    | Paid                |
| Labor Day           | Paid                |
| Thanksgiving Day    | Paid                |
| Thanksgiving Friday | Non Paid            |
| Christmas Eve       | Half day - Non Paid |
| Christmas Day       | Paid                |

Holidays falling on Sunday will be observed on the following Monday, those falling on Saturday will be observed the preceding Friday.

Employees wishing to observe national-origin holidays or religious holidays not listed in the Holiday Schedule must obtain permission from their immediate supervisor for time away from work. However, a maximum of 7 holidays will be paid to any employee. (Only applies to full time employees)

## Vacations

CNY Cleaning Solutions provides paid vacation time for all eligible employees. To qualify for vacation benefits a full time employee must have completed one full year continuous employment. Employees are encouraged to take a vacation every year. If you wish to work through your vacation and carry paid vacation over to the following year, you must get approval from your immediate supervisor and notify the Human Resources department. A maximum number of days can be carried forward, based on the numbers of years of service. (Only applies to full time employees)

#### Vacation Schedule:

|                        |                       |                           |
|------------------------|-----------------------|---------------------------|
| 1 to 2 years service   | 5 days Paid Vacation  | 5 days maximum carryover  |
| 3 to 5 years service   | 10 days Paid Vacation | 15 days maximum carryover |
| 6 to 10 years service  | 15 days Paid Vacation | 25 days maximum carryover |
| 11 to 20 years service | 20 days Paid Vacation | 40 days maximum carryover |

|                       |                          |                             |
|-----------------------|--------------------------|-----------------------------|
| Over 20 years service | 20 days Paid<br>Vacation | Unlimited days<br>carryover |
|-----------------------|--------------------------|-----------------------------|

Additional non-paid vacation days may be considered in order to extend vacations providing you acquire written approval from your immediate supervisor. Workloads are considered when choosing to grant or deny these requests. Paid company holidays which occur during your vacation are not counted as vacation days.

Days used as vacation will be paid eight (8) hours straight time. The rate of vacation pay will be the most recent hourly or weekly rate excluding overtime for a forty (40) hour week.

CNY Cleaning Solutions will not compensate unused vacation time upon an employee's voluntary or involuntary departure from CNY Cleaning Solutions.



## Discipline Policies

### Problem Resolution

The solution to most problems is often found through communication. We will make every reasonable effort to assist in solving problems or disputes amongst employees.

We recommend the following:

For disputes between employees, first discuss the problem between the two employees and make every attempt to resolve it. If no resolution is reached, both employees together should approach a supervisor and allow the supervisor to participate in the resolution. If a resolution is not reached, it should be turned over to the Human Resources department. The Human Resources department will gather and review all information and provide a solution with the best interest of all parties.

If a supervisor is involved as a party in the initial dispute, it must be turned over to the Human Resources department at the outset.

Decisions of the Human Resources department will be final.

## Violation of Company Policy

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. CNY Cleaning Solutions expects each employee to present himself or herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge may be necessary. It is within the company's sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, with or without notice.

The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of those offenses that may result in immediate discipline, up to and including dismissal, for a single offense:

1. Excessive absenteeism or tardiness.
2. Dishonesty, including falsification of Company-related documents, or misrepresentation of any fact.

3. Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
4. Possession of, consumption of, or being under the influence of alcoholic beverages while on CNY CLEANING SOLUTIONS or customer premises or on CNY CLEANING SOLUTIONS business.
5. Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or unprescribed controlled substances.
6. Reporting for work with illegal drugs or unprescribed controlled substances in your body.
7. Possession of weapons, firearms, ammunition, explosives, or fireworks on CNY CLEANING SOLUTIONS or customer premises.
8. Failure to promptly report a workplace injury or accident involving any of the CNY CLEANING SOLUTIONS's employees, clients, equipment, or property.
9. Willful neglect of safety practices, rules, and policies.
10. Speeding or reckless driving on CNY CLEANING SOLUTIONS business.
11. Commission of a crime, or other conduct which may damage the reputation of CNY CLEANING SOLUTIONS.
12. Use of profane language while on Company business.
13. Stealing, misappropriating, or intentionally damaging property belonging to CNY CLEANING SOLUTIONS or its customers or employees.
14. Unauthorized use of the CNY CLEANING SOLUTIONS's or its clients' name, logo, funds, equipment, vehicles, or property.
15. Insubordination, including failure to comply with any work assignments or instructions given by any CNY CLEANING SOLUTIONS supervisor with the authority to do so.
16. Violation of the CNY CLEANING SOLUTIONS's Equal Employment Opportunity Policy or its Harassment Policy.
17. Interference with the work performance of other employees.
18. Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.

19. Failure to maintain the confidentiality of trade secrets or other confidential information belonging to CNY CLEANING SOLUTIONS or its customers.
20. Failure to comply with the personnel policies and rules of CNY CLEANING SOLUTIONS.

## Termination of Employment

Employees of CNY Cleaning Solutions are not given tenure. Any employee of CNY Cleaning Solutions may choose to terminate employment at any time.

Should you decide to leave your employment with us, we ask that you provide your supervisor with at least two weeks advance notice. Notice is preferably given in writing to your department head. Your thoughtfulness will be appreciated and will be favorably noted should you ever wish to reapply for employment with the company or seek a favorable reference from us.

Employees choosing to terminate their employment with CNY Cleaning Solutions are required to return all company property including this handbook to their immediate supervisor before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final paycheck including any earned vacation pay, if applicable.

CNY Cleaning Solutions may terminate employment at any time for any reason. If an employee is terminated for a severe violation of policy they will be escorted from the premises immediately. Any personal property, plus their final paycheck including any earned vacation pay, if applicable, will be given to the employee upon receipt of all company owned property.

The Human Resources department will provide opportunity to all employees leaving CNY Cleaning Solutions to have an exit interview. Request for exit interviews must be made with reasonable time for the Human Resources department for scheduling.

CNY Cleaning Solutions considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

## Severance

CNY Cleaning Solutions does not offer severance benefits for employees terminating employment for any reason.

## Acknowledgement

Employee Name (Printed): \_\_\_\_\_

I acknowledge that I have received a copy of CNY Cleaning Solutions Employee Handbook, with Exhibits A, B and C. This Handbook contains vital information on the Company's policies, procedures and benefits.

I have read and understand the material covered. I have had the opportunity to ask questions about the policies in this handbook and Exhibits A-C, and I understand that any future questions that I may have about the handbook or its contents will be answered by the Human Resource Manager or his or her designated representative upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that the company reserves the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of the company, regardless of their classification or position, are employed on an at-will basis, and their employment is terminable at the will of the employee or the company at any time, with or without cause, and with or without notice. I have also been informed and understand that no officer, agent, representative, or employee of the company has any authority to enter into any agreement with any applicant for employment or employee for an employment arrangement or relationship other than on an at-will basis and nothing contained in the policies, procedures, handbooks, or any other documents of the company shall in any way create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

This handbook is the company property and must be returned upon separation.

I have read and agree to abide by all policies and procedures contained within the handbook, including the policies and procedures contained in Exhibit A to the handbook (Anti-Discrimination and Anti-Harassment Policy), Exhibit B (Safety Policy) and Exhibit C (Drug Free Work Place Policy).

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

CNY Cleaning Solutions reserves the right to make changes to this handbook for the purpose of modifying, revising and updating company policy and this manual. Notice of changes will be posted on the bulletin boards and become a part of this manual. Violation of any company policy may result in immediate termination.



