



Employee Handbook



F A C I L I T Y **crs** S E R V I C E S

Welcome to CRS Facility Services, LLC

We are happy to welcome you to **CRS Facility Services, LLC**. Our company is one of the most respected service companies. We provide the highest quality cleaning and related services for major corporations and institutions.

The goals of **CRS** are easy to understand:

- To provide our clients with Quality Service
- To provide our employees with career growth and a positive work environment.

The exciting growth of our company is a result of working together in the spirit of cooperation and teamwork, which enables us to meet many challenges. The progress that has been achieved reflects the strong mutual commitment between our company and our employees.

We fully recognize the rights of all our employees. We expect the highest degree of honesty and integrity from our employees. This manual is provided as a guide to understanding your responsibilities. If you have any questions, please contact your supervisor or the Director of Operations.

It is our sincere hope that our relationship will be long and mutually productive. We wish you every success in the future. Please grow with us.

Thank you for joining our company.

I. Introduction

This manual has been prepared to introduce you to our company and to acquaint you with the policies, rules and pay which apply to your employment with **CRS**. This manual represents an effort to communicate our basic operating policies, procedures, and certain other general information in easy to read language. It is not intended to be all-inclusive or cover these matters in detail.

This manual contains current information about the company's benefits, policies and procedures; all are subject to change at any time, without notice and at the sole discretion of the company. This manual supersedes all prior policies.

This manual does not create any contract rights and is not a guarantee of any kind. **CRS** does not guarantee your employment for any definite time; either you or the company may terminate your employment at any time or for any reason.

II. Equal Employment Opportunity

CRS provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or status as a Vietnam Era or special disabled veteran. This policy governs all aspects of employment, promotion, assignment, discharge and other terms and conditions of employment. In addition, **CRS** complies with applicable Federal, State and Local laws governing non-discrimination in employment.

III. Sexual Harassment Policy

Sexual harassment is a prohibited personnel practice and a form of misconduct, which undermines the employment relationship and impairs morale and productivity. No employee – either male or female – should be subjected to unsolicited and unwelcome sexual overtures or conduct, whether verbal or physical, or requests for sexual favors.

Conduct specifically prohibited includes:

- Repeated offensive sexual flirtations, advances or propositions;
- Continued or repeated verbal abuse of a sexual nature;
- Graphic or degrading verbal comments of a sexual nature about an individual's appearance;
- The display of sexually explicit or suggestive objects or pictures;
- Any sexually offensive or abusive physical contact.

It is improper for anyone to imply or suggest that an applicant or employee's cooperation of a sexual nature (or refusal to cooperate) will have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment.

If you encounter such behavior from anyone, including supervisors, fellow employees, vendors, or customers you must bring the problem to the attention of responsible company officials. This is the proper and required course of action. Bring your complaint to a supervisor or the Director of Operations. All complaints will be promptly handled, and special privacy safeguards will be applied in handling harassment complaints.

The company will investigate all complaints of sexual harassment and will take appropriate corrective action, including disciplinary measures up to and including discharge when justified, to remedy all violations of this policy.

Any questions concerning the company's policy on harassment should be addressed directly to a **CRS** Managing Partner.

IV. Human Resource Policies

Hiring

All decisions to recruit and hire are based on individual qualifications. Every individual hired by **CRS** must present the appropriate documentation to demonstrate employment eligibility and identity. Under no circumstances is an employee permitted to work without going through the hiring and I-9 process. Only those individual's approved are permitted to work for **CRS**.

Any Supervisor or **CRS** employee who violates hiring procedures will be subject to disciplinary action up to and including termination.

Integrity of the Application Process

Any misrepresentation, falsification or material omissions in any of the information or data provided to **CRS** may result in the company's exclusion of an individual from further consideration for employment, or if the individual has been hired, termination of his/her employment.

Employment of Minors

It is the company policy not to hire individuals less than 18 years of age. The Director of Operations must approve any exception to this policy in advance.

Personnel Records

All records relating to an employee are maintained at the Corporate Headquarters of **CRS**.

Records maintained in an employee's personnel file typically include:

- Application for employment
- Commendations
- Wage information and records
- Written disciplinary warnings

The Company also maintains records pertaining to employment eligibility verification (Form I-9).

Each employee is responsible for notifying **CRS** Management of changes in:

Legal name

Address

Telephone number

Family status and number of dependents (W-4)

Emergency contact

Attendance and Tardiness

Regular and consistent attendance is necessary for the successful and efficient operation of any business, especially a service company. Any employee that is going to be absent or late is required to call his/her supervisor two hours prior to starting time. If an employee is going to be absent more than one day, that employee must contact his/her supervisor each day of his/her absence.

If any employee fails to notify the company after three consecutive days of absence, the company will assume the employee has abandoned his/her job and terminate the employee.

An employee is not permitted to leave work for any reason before the end of his/her shift, without notifying his/her supervisor.

Classification of Employees

Full-time employees – employees hired to work the company's normal 40-hour workweek on a regular basis.

Part-time employees – employees who are scheduled to work less than 40 hours per week.

Temporary employees – employees who are hired for a specific period of time (usually 90 days or less) or who do not work on a scheduled workweek.

Non-exempt employees – employees that are paid on an hourly basis and are paid overtime at the rate of time and one-half for all hours over 40 in a workweek.

Exempt employees – employees that are exempt from the overtime provisions as provided under the Federal Fair Labor Standards Act or any applicable state laws. Exempt employees are paid on a salary basis.

Workweek and Pay Policy

The company workweek begins on Monday and ends on Sunday night. Employees are paid once per week by check by the following Friday. Employees should not allow a fellow employee to cash their check for them.

Non-exempt employees are paid time and one-half for authorized hours worked in excess of forty (40) hours in one week. His/her supervisor must authorize all overtime worked by a non-exempt employee in advance.

All payment for earnings and expenses are paid by check and never in cash. In addition, all payments are reported to the appropriate federal, state and local tax agencies.

Paid Vacation Summary

Non-Union Employees

Vacation time off with pay is available to eligible employees to provide opportunity for rest, relaxation, and personal pursuits. Employees are eligible to earn and use vacation time as described in this policy.

The amount of paid vacation time employees receive each year is based upon the length of their employment, as shown in the following schedule:

After completing:

One (1) year of continuous service:	1 Week vacation
Two (2) years of continuous service:	2 Weeks vacation
Five (5) years of continuous service:	3 Weeks vacation
Ten (10) years of continuous service:	4 Weeks vacation

- Vacation time is accrued on consecutive service.
- Vacation requests must be submitted for approval to the Branch Director of Operations a minimum of two (2) weeks before the requested time.
- Vacation time can not be carried over from one year to the next.
- Vacation pay will not be granted at the end of the year in lieu of taking the actual time off.
- Eligible employees will be paid for unused vacation time upon termination; however, if an employee is terminated for cause, vacation will not be paid.
- Vacation time does not accrue while you are on a leave of absence.
- Part time employees working less than 30 hours a week and temporary employees have no vacation benefits.
- **For All Union Employees:**
Vacation polices are based on the current contract with the local Union.
- **For Administrative/Office Staff:**
Administrative employees are not permitted to take off more than 2 consecutive payroll cycles.

Drug and Alcohol Policy

Being a service company, **CRS** realizes that its employees are critical to the overall success of the company. For that reason, the company is concerned for the well being of each and every employee. Drug and alcohol abuse affects not only the individual employee but one's co-workers as well.

In an attempt to provide a productive and safe work environment, the following drug and alcohol policy is in effect:

Employees are prohibited from drinking alcoholic beverages or being under the influence of alcohol, while at work.

The use, possession or sale of narcotics, drugs, or controlled substances while on the job, or on company or client property is prohibited.

Violations of this policy will result in termination.

A conviction for the illegal sale, use or possession of narcotics, drugs, or controlled substances is also grounds for dismissal.

All employees may be subject to a preemployment drug test, or random test thereafter. If a current employee tests positive he/she will be suspended for six months. After that time, if he/she successfully completes a rehabilitation program, the employee can return to their job without any loss of seniority. Employees who do not take this action will lose their job.

Safety

CRS strives to provide a safe work environment for all employees and each employee is responsible for identifying potential safety hazards, as well as following all safety instructions provided by the company.

Upon hire all employees are given a Hazard Communication Booklet to review. Additionally, periodic safety training will be given on site. This on-site training may include the following:

- Hazard communication
- Blood borne pathogens
- How to avoid accidents while on the job

Each employee is responsible for reporting to his/her supervisor damaged or unsafe equipment including but not limited to frayed cords and worn plugs.

All storage closets should be kept neat and clean and all chemicals are to be stored according to their label.

No employee should attempt to use equipment that he/she has not been trained to use.

All equipment must be kept clean; floor machines and vacuums must be unplugged when not in use.

Caution signs and other safety devices, if appropriate and available, should always be posted when floors are slippery or wet. Spills should be wiped up immediately.

Any unsafe conditions should be reported to your supervisor.

Accident Prevention & Reporting

Insurance costs represent a substantial cost to the company. Accident prevention through proper training, as well as timely reporting of any accidents that do occur help in reducing this cost. Without timely accident reporting it is difficult to correctly identify the cause of the accident and determine liability. This is important whether or not the individual involved is a **CRS** employee.

All accidents must be reported to your supervisor who is responsible for completing an accident report, which is forwarded to the **CRS** Management, who is responsible for following up an accident investigation. You may be contacted to provide information regarding an accident.

CRS Management is responsible for completion of and administration of all general liability and workers compensation claims.

CRS reserves the right to administer a drug test as part of any accident investigation regarding an employee.

Return to Work

Any employee off from work due to an on the job injury or an injury that occurred while off the job is required to provide a written authorization to the Director of Operations, from a physician, before he/she can be permitted to return to work. Any request to extend time off beyond the time requested by the physician will be reviewed on an individual case-by-case basis.

V. CRS Family/Medical Leave Policy

Eligibility for Leave

Employees who have worked for **CRS** for at least one year and at least 1,250 hours during the previous twelve-month period, are eligible for up to twelve weeks of unpaid leave per twelve month period for any one or more of the following reasons:

1. To care for a child born to the employee or placed with the employee for adoption or foster care within twelve months after the birth or placement;
2. Because of a serious health condition that makes the employee unable to perform the essential functions of the employee's position; or
3. To care for the employee's spouse, son/daughter (minor or incapable of self care) or parent who has a serious health condition which requires attendance by the employee.

Eligibility is determined by a rolling twelve-month period measured backward from the date the leave begins.

Any time lost for the above reasons will be counted as family/medical leave.

Notice

An employee must give 30 days notice of intent to take a leave or, if the need for leave is not foreseeable, must give notice as soon as practical, and must notify **CRS** of his/her status at least once every two weeks while on leave.

Pay and Benefits During Leave

An employee using family/medical leave for his/her own serious health condition will be required to exhaust available vacation and medical/sick pay.

During the family/medical leave, **CRS** will continue to provide health insurance benefits to employees otherwise eligible for such benefits under the same terms that such benefits are provided to active employees. The employee premium contribution that is applied to the monthly premium is due on the first of the month. For example, the employee premium contribution that is to be applied to the premium for the month of July is due July 1st. Employee premium contributions are to be mailed to **CRS** Headquarters. **CRS** may recoup the cost of such benefits from certain employees who do not return to work for at least thirty days after the leave. Vacation, sick leave, holiday pay, retirement benefits and service credit shall not be accrued during family/medical leaves. Other **CRS** paid benefits cease on the first day of leave.

However, an employee may elect to pay the insurance premium to keep his/her coverage in effect during the leave period.

Medical Leaves

Leave taken because of a serious health condition of the employee or the employee's spouse, son or daughter or parent ("medical Leave") need not be taken continuously and/or may be taken such that the employee effectively is on a reduced work schedule. In such an instance, **CRS** may temporarily transfer the employee to an alternative position that better accommodates this arrangement, and **CRS** and the employee should agree on a work schedule. Leave entitlement is calculated based on the employee's own weekly work schedule. For example, if the employee generally works thirty hours per week, the employee is entitled to 360 hours of leave.

Written Certification

In order to qualify for a medical leave, the employee must provide a written certification issued by a health care provider, which includes the date on which the serious health condition began, the probable duration of the condition, and the appropriate medical facts regarding the condition. If the leave is for the serious health condition of the employee, the certification must include a statement that the employee is unable to perform the essential functions of the position of the employee. If the leave is for planned medical treatment and is not a continuous leave, but rather an intermittent or reduced work schedule leave, the certification must include the dates and duration of the expected treatment. **CRS** may require periodic status reports and/or second and third opinions, which could disqualify the employee from leave. If the leave is for the employee to care for a family member, the certification must also include a statement that the employee is needed to provide such care and an estimate of the amount of time needed to provide such care. A copy of the required form is attached.

Reinstatement to Work After Leave

An employee on family/medical leave has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the family/medical leave. However, upon return to work from family/medical leave, most employees shall be reinstated to their former positions or, if such position is not available, to an equivalent position with equivalent benefits, pay and terms and conditions of employment.

Exemptions from Eligibility

Certain highly compensated “key” employees may not be entitled to reinstatement after a family medical leave. Contact the **CRS** Management for further information regarding this exception.

VI. Rules and Regulations

Termination of Employment. Management reserves the right to terminate any employee at any time, without notice and for any reason at the sole discretion of the company. It is not possible to list all forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, including suspension or termination of employment:

1. The use, sale or being under the influence of illegal drugs or alcoholic beverages during working hours.
2. Theft of the company, employee or client's property.
3. Falsification of records and reports including time reports, employment records, company records or client reports.
4. Use of a client's equipment.
5. Immoral conduct or indecency.
6. Use of a client's telephone for personal calls.
7. Carrying or possessing weapons including, but not limited to guns, knives or clubs of any type on the job.
8. Fighting with co-worker, or any individual while on the client's premise and/or during working hours.
9. Any serious or repeated violation of the client's rules or any **CRS** work rule.
10. Insubordination.
11. Failure to follow instructions.
12. Presentation of fraudulent identification or work authorization, use of incorrect social security number.

Work Rules

1. Call office or supervisor:
 - a. At least two (2) hours before you are due to report to work, if you cannot come to work
 - b. If you cannot finish the job
 - c. In case of an accident or emergency
 - d. If you have any problem
2. Do not allow visitors or relatives on the job.
3. Do not smoke while on the client's premises.
4. All company property must be returned when leaving the employ of **CRS**. You are responsible for the cost of lost uniforms, pagers, I.D. Cards or other equipment.



F A C I L I T Y **crs** S E R V I C E S

Acknowledgment Form

I acknowledge that I have read and received a copy of **CRS's** Employee Manual and I _____ understand that I should consult the Director of Operations regarding any questions not answered in this book. I am aware that the information, policies and benefits described here are subject to change at any time and that revisions to this handbook may occur. I understand that revised information may supersede, modify or eliminate existing policies.

Furthermore, I acknowledge that this manual is not a contract and is not a guarantee by the Company of the conditions and benefits, which are described within it. I understand that my employment is not for any definite period of time and may be terminated either by myself or by the company at any time or for any or no reason.

Employee Name (Print)

Employee Signature

Witnessed By

Employee Social Security Number

Date

