

CleanOffice | PorterPlus⁺

NEW HIRE

ORIENTATION

Clean Office

*Our mission is to be a first-class property services company that provides **exceptional value** and **rewarding experiences** to our clients, our employees and our shareholders.*

PorterPlus⁺

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TIMEKEEPING & PAYROLL

Payment Options:

- ▶ **Checks** – MAILED out every 2 weeks (every other Friday)
 - ▶ **Lost Check** – Payroll must be notified ASAP. CleanOffice is not responsible for lost checks. Stop payment fees are the EEs responsibility.
- ▶ **Direct Deposit** – If eligible to participate in the program, a Direct Deposit Authorization Form will be needed.

Time Record:

- ▶ EEs can clock in 15 mins before shift but **MUST** clock out exact time of end shift.
- ▶ **Overtime** – will **ONLY** be approved by your Area Manager
- ▶ **CLOCKING IN/ OUT FRAUDULENT HRS WILL RESULT IN IMMEDIATE TERMINATION. EMPLOYEES CAN ONLY CLOCK IN/ OUT FOR THEMSELVES**

Phone System

- ▶ Dial # 1-866-272-3178
- ▶ Automatically in Spanish (* for English)
- ▶ Enter badge #
- ▶ #1 for IN and #2 for OUT
- ▶ IF, you work in multiple places the system will ask you to enter building code (we will provide)

Clocking In and Out Process

v 4.01.13.191202002

eHub

NUMERO DE EMPLEADO DE 4 DIGITOS/4 DIGITS EMPLOYEE NUMBER

CONTRASENA / PASSWORD

cleanoffice.teamehub.com

Go

Register/Forgot Password

Learn More

Enter the correct information in each box.

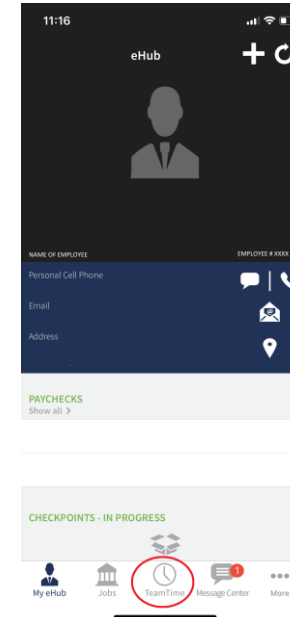
- *Employee Number
- *Password.
- *Website.

eHub

Create a passcode

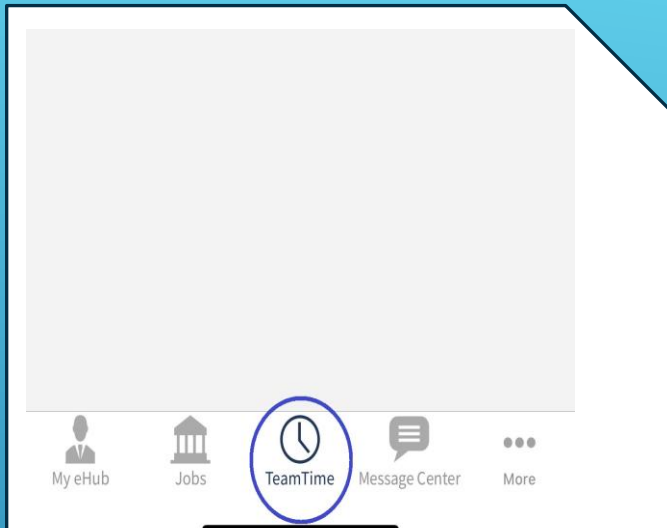
Enter the 4 digits passcode.

The system will ask you to enter this information twice.



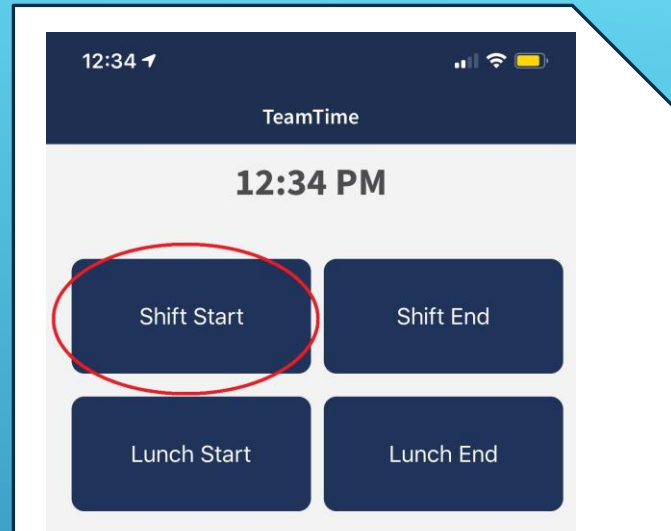
Go to "TeamTime"

EHUB - PHONE APPLICATION

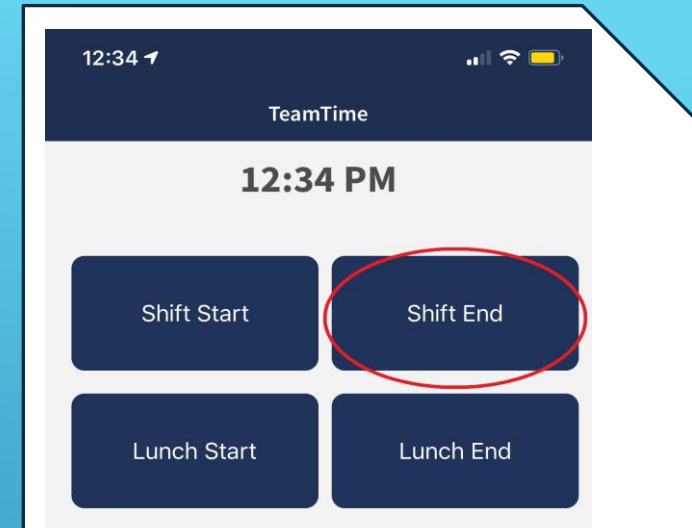


Click on the clock sign TEAM TIME , for Androids click and not release until the following option appears.

Verify the signal says "Good" or "Excellent"



To clock in, click on the Start Shift and then accept the message that will pop up.
For Android slide to the mentioned option.



To clock out, click on Shift End, then accept the message that will pop up.
For Androids slide to the mentioned option.

EHUB PHONE APPLICATION

Excused and Unexcused Absences:

- ▶ Approved time-off is “Excused”
- ▶ “Unexcused Absences” are unapproved time-off

Disciplinary action (result in dismissal):

- ▶ More than 1 “Unexcused” in 3 months
- ▶ More than 2 “Unexcused” in 6 months
- ▶ More than 3 “Unexcused” in 1yr
- ▶ *Applies to both Full-time and Part-time EEs
- ▶ Tardiness – WILL NOT BE TOLERATED and will result in TERMINATION



NOTICE



**Bullying or harassment
will not be tolerated
Failure to comply
will result in
disciplinary action**

NO HARASSMENT POLICY

- ▶ Harassment –
 - ▶ Can be verbal, non-verbal, physical, and or sexual.
 - ▶ Submitting advances towards co-workers; verbally or physically
 - ▶ UNWELCOME sexual advances are ILLEGAL
 - ▶ Examples of harassment can include:
 - ▶ Verbal (jokes, abuse)
 - ▶ Making comments on a persons gender, race, religion, age, etc.
 - ▶ Sexually-orientated photos or other materials
 - ▶ Pressure for sexual activity
 - ▶ Physical contact, such as patting, pinching or constant rubbing against another person

DEFINITION

- ▶ IF you feel an employee/ client is being harassed, notify IMMEDIATLEY your supervisor or Human Resources at 703-631-9203 ext. 204
- ▶ All complaints of harassment will be investigated IMMEDIATLEY. Any employee found to be harassing another employee(s) will be face disciplinary action.

HARASSMENT POLICY



**DRUG
FREE
ZONE**

**DRUG FREE
POLICY**



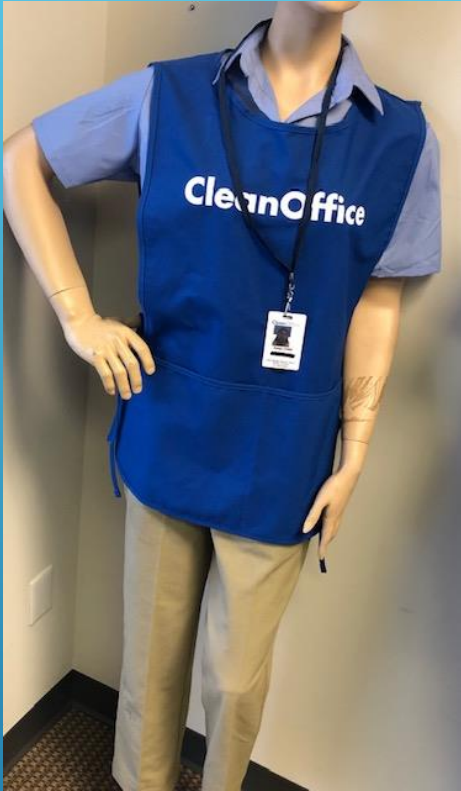
- ▶ CleanOffice is committed to protecting the safety, health and well-being of all workers and individuals in our workplace.
- ▶ CleanOffice strives to maintain a workplace free from the influences of illegal drugs and substance abuse. It is, therefore, a violation of company policy for any worker to consume, possess, sell, trade or offer for sale illegal drugs or to report to work impaired or under the influence of drugs or alcohol.
- ▶ Employees are prohibited to drive work vehicles or operate equipment while impaired or under the influence. Violation of this policy will subject to disciplinary action up to and including termination.
- ▶ CleanOffice encourages workers to voluntarily seek help with drug and other substance abuse problems.





POLICIES & PROCEDURES





Cleaners

V.S.



Day-time Porters

UNIFORMS



- Shirt can be long or short sleeve
- Black shoes

OTHER UNIFORMS (LP)

- ▶ Uniforms represent cohesion and lets customers know employees are part of a team which promotes good workplace morale and is proud of their employees. Employees are therefore, required to wear a uniform at all times while working at their job sites. This not only maintains professional appearance but also allows employees to be easily identified by customers and other staff members. The company approved attire will be a company issued shirt or apron with the CleanOffice logo and or company issued jacket (for Porters only).
- ▶ In order to help our employees and make this policy possible, CleanOffice has implemented the following Uniform Program:
 - ▶ All fulltime employees must purchase the company uniform at time of hire as part of their condition of employment. Refusal/failure to purchase the company uniform may result in denial of employment.
 - ▶ All part-time employees must purchase a company apron as part of their hiring.
 - ▶ Cost of uniforms/aprons will be deducted from employee's pay
 - ▶ Replacement uniforms/aprons will need to be purchased by employees who have been employed less than 6 months.

UNIFORM POLICY

Cell Phones:

- ▶ Company issued cell phones are company property and not intended for personal use. To optimize communication with CleanOffice and its clients, CleanOffice equips all day porters and supervisors with a company cell phone. All employees are responsible for the usage and condition of their phone. In the event that the cellular phone is broken, lost or stolen, the employee will be responsible to cover all costs incurred in replacing or repairing the phone. Cell phones may be equipped with texting and data capabilities depending on our client's necessities, therefore **NO** personal texting or picture sharing is permitted.
- ▶ Any additional costs over the monthly plan will be deducted from employee pay as permitted by law. Upon termination, the cellular phone and charger must be returned to the office immediately. Failure to do so will result in having the replacement cost of the cellular phone deducted from the employee's pay as permitted by law

Company Vehicles:

- ▶ Company vehicles are to be used only by authorized CleanOffice employees on company business **ONLY**. Seat belts must be worn at all times and no unauthorized passengers are allowed inside the vehicle. In the event of an accident, you will be held responsible for any damages incurred to the vehicle including the deductible, if you are cited (ticketed) by the police, you will be responsible for any fines. A service charge of \$25 will be levied against an employee who turns in a vehicle or a piece of equipment in need of cleaning.

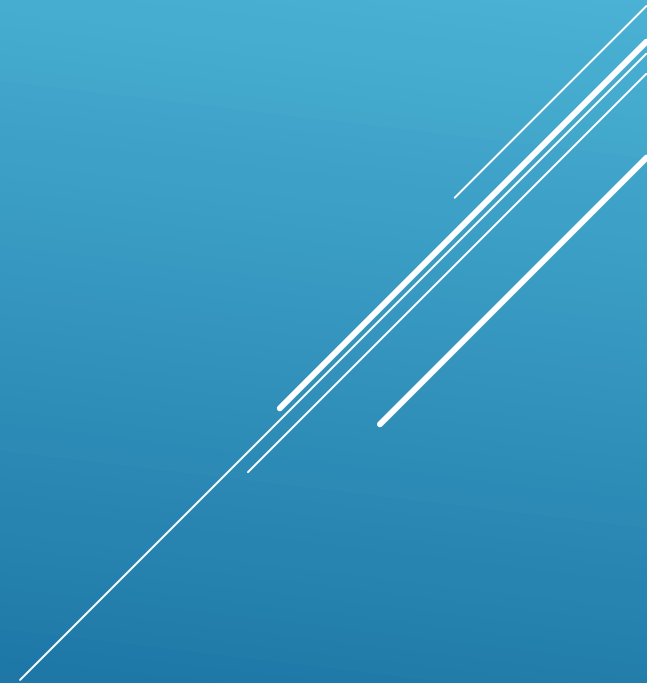
COMPANY PROPERTY

- ▶ CleanOffice employees are expected to act with integrity, maintain a professional work environment and conduct and comply with company policies. Employees should be respectful and courteous at all times. CleanOffice reputation depends on the actions and integrity of its employees and therefore employees are expected to act in a professional manner and adhere to the company policies. Individuals who act in an unprofessional manner may be subject to disciplinary action.



OVERALL PERFORMANCE

CHAIN OF COMMAND



- ▶ 1st – reach out to Supervisor, if no Supervisor
- ▶ 2nd – reach out to your Area Manager Roy, Edgardo, Jorge Yepez, Jorge Vanegas, Rocio, Griselda, Julie, Hugo o Emma)
- ▶ 3rd – reach out to Vice-president of Operations (Rene Brunal)
- ▶ 4th HR Dept. (Diana Andrade)



WHO DO YOU CONTACT?



BENEFITS – WHAT ARE THEY?

- ▶ To be eligible for benefits, employees must have at least an average of 30 hours of work per week. Hours of service that count towards eligibility for health benefits are: (1) those hours for which you are paid to work, and (2) the hours for which you are paid for vacation, holiday, illness, incapacity (including disability), layoff, jury duty, military duty or leave of absence. Employees are eligible to elect benefit upon hire, however, benefits will not become effective until the first of the month after 60 days of employment.
- ▶ For example: an employee is hired on January 7th, benefits will become active on April 1st. Employees can review details about benefits provided, contribution rates and eligibility by contacting Human Resources.
- ▶ Offer:
 - ▶ Medical
 - ▶ Vision
 - ▶ Dental

- ▶ All injuries arising out of the scope of your employment must be reported to your supervisor immediately.
- ▶ In the event that you need to be seen due to a work-related injury, CleanOffice, Inc. has accounts with the following medical facilities:

- ▶ **Virginia**

- ▶ **Chantilly**

- Rajesh Mehra, DO**

- 4437 Brookfield Corporate Drive

- Chantilly, VA 20151

- 703.968.7277

- ▶ **Patient First**

- 3918 Centerville Road

- Chantilly, VA 20151

- 703.657.6925

- ▶ **Sterling**

- ▶ **Patient First**

- 47100 Community Plaza, Suite 100

- Sterling VA 20164

- 703.988.1403

- ▶ **Alexandria**

- ▶ **Madhulika Lall, MD**

- 4320 Seminary Road

- Alexandria VA 22304

- 703.504.3000

- ▶ **Patient First**

- 6311 Richmond Highway

- Alexandria VA 22306

- 703.647.6087

- ▶ **Maryland**

- ▶ **Chistina Schrack, MSN**

- 4701 Sangmore Road, Suite S-207

- Bethesda, MD 20816

- 202.684.7167

- ▶ **Patient First**

- 726 Rockville Pike

- Rockville, MD 20852

- 240.238.0411

- ▶ **District of Columbia (DC)**

- ▶ **Alexis Atwater, MD**

- 1627 I St. NW, Suite 800

- Washington, DC 20006

WORKMEN'S COMPENSATION



- ▶ Employee is entitled to approximately 2/3 of gross average weekly wage up to a set maximum weekly limit. Employees must be disabled for a set amount of time before benefits are payable (Please contact Human Resources for state specific waiting period and compensation). If an employee remains disabled for more than three weeks, the employee receives retroactive payment for the wait period. Benefits cannot exceed 500 weeks unless the person is totally and permanently disabled.
- ▶ In the event that an employee is out of work due to a work-related injury for seven days or less and as a result are not compensated for lost wages, employees may use their accumulated PTO hours, if applicable to pay for lost wages. Please contact Human Resources to discuss any questions or concerns in more detail.

WORKMAN'S COMP CONT...



SAFETY
TRAINING

▶ Items TO DO:

- **Wet floor signs** – before, during and after mopping a floor, wet floor signs must be placed to prevent a slip & fall. Failure to do so can result in a warning.
- **Trash Tarps** – do not place trash bags on the floor after removing from trash receptacles. Place trash bags on trash tarps to prevent liquids from getting on floors where it can become a slip hazard
- **PPE (personal protective equipment)** - it is imperative that you wear gloves when cleaning & goggles when working with cleaning chemicals. Do not mix chemicals together! If you need more PPE, please speak with your supervisor.

▶ Items TO DO:

- **Lifting** – always use proper lifting techniques. Bend knees, keep elbows snug to your side, do you lift with you finders and do not lift with you back. If you need help, ask your coworker.
- **Hard to reach areas** – use a step stool, extension pole or other correct equipment to clean hard to reach areas. Do not use chairs, boxes, sinks, cans, etc.
- **Sds (safety data sheets)** – in the event that an accident occurs where a cleaning chemical in ingested (eyes, nose, mouth, skin), contact your supervisor immediately and refer to the SDS manual onsite (yellow / red folder)
- **Trash** – NEVER try to compact trash using your bare hands! If you need to, push down with another trash can.
- **Steel wool** – if you use steel wool, use gloves and scissors to cut. It can easily cut bare hands
- **Avoiding electrical shocks using electrical equipment:**
 - ▶ inspect wires & plugs for defects
 - ▶ Use only equipment grounded with a 3-prong plug
 - ▶ Always pull electrical cords from outlets by plug, not cord
 - ▶ Do not use and remove faulty electrical equipment from service immediately (report to you supervisor immediately)

SAFETY 1ST



Cloths:

- ▶ **RED** – Red is used in the restrooms, from the commodes down to the floor. Also, to disinfect key areas or items that are frequently touched during the day.
- ▶ **YELLOW** – Yellow is used in the restrooms, for surfaces above the commodes.
- ▶ **BLUE** – Blue is used for glass and mirrors.
- ▶ **GREEN** – Green is used for general purpose cleaning.
- ▶ ***Must be washed after every use and hung.**

Mops:

- ▶ **Red** – use on restroom floors only
- ▶ **Blue** – use on other floors other than restrooms
- ▶ ****Must be washed after every use and hung.**



MICROFIBERS

- **Toilet paper is very expensive! Please ensure to use the proper procedures to keep supplies under budget:**
 - Only replace toilet paper rolls when existing roll is empty
 - Do not remove existing roll with paper and stack on top of the back of the toilet or the roll dispenser (this looks ugly and disorganized)
 - They are not for your own personal use
- **Paper towels are very expensive. Please ensure to use the proper procedures to keep supplies under budget:**
 - Do not use to clean! Only use microfiber cloths
 - Do not over stuff dispensers. This causes paper towels to come out in bundles when used, wasting a lot of product
 - They are not for your own personal use
- **Damp mop** – neutral cleaner. Use to clean all areas except restrooms
- **Biorenewable glass cleaner** – use to clean glass
- **GS 103** – disinfectant! Use to clean restrooms
- **Peroxy** – contains peroxide, a bleaching agent. Use to clean basic carpet spots & discolored grout due to urine stains.
- **All chemicals above are concentrated. You must mix 1 gallon of water with 2 ounces of chemical. Using more chemical will not improve cleaning. It will leave residue behind, can injure you & can cause permanent damage to surfaces.**

CLEANING PRODUCTS

Bloodborne pathogens are microorganisms present in human blood and certain body fluids that can cause disease.

The 2 diseases the cause most concerns are:

1. Hepatitis B
2. HIV / AIDS

You should use universal precaution when performing your duties, which means you need to assume that all body fluids are contaminated.

While performing your duties, you will be exposed to human body fluids that you may not know are present. As such, you must protect yourself by doing the following:

- ▶ Use personal protective equipment (PPE) that is provided to you: goggles, gloves & face mask
- ▶ Cover any cuts, scrapes or skin irritations you may have with bandages
- ▶ Inspect gloves for defect or holes (if you find defect, discard in trash receptacle and use new gloves)
- ▶ Do not touch other body parts with soiled gloves
- ▶ Wash hands after removing gloves

BLOODBORNE PATHOGEN

Code of Positive Conduct

EVERYONE is an Ambassador of the Company.
EVERYONE provides Customer-Service.
EVERYONE can have a Positive Impact.



Be Nice
Be Kind
Be Helpful
Be Friendly

"Hello...How are You...Nice to see you" "Good Morning...Good Evening"

Be Respectful
Be Caring
Take Pride
Be Cheerful

Use your Manners



Please , Thank You , You're Welcome , Smile and Nod
Don't be Invisible , Make Eye Contact , Greet People

Being Friendly has ZERO cost. But, can build trust, and can make someone's day better.

Welcome

TO

CleanOffice | PorterPlus+