

KAS Cleaning Services

Employee Handbook — 2026

OUR MISSION

At KAS Cleaning Services, we prioritize our team, fostering sustainable employment to attract and nurture top talent dedicated to excellence in client service. Our commitment extends beyond cleaning, aiming to strengthen and uplift communities through our values-driven approach.

CORE VALUES — GRACE

- G — Growth. Your personal growth, front and center. We train, we improve, we own our mistakes, and we earn more as we grow.
- R — Reliability. Consistency, sharper. Same standard, every visit, every tech.
- A — Accountability. We own our work and our standards — nobody passes the buck.
- C — Care. The brand core. We treat a client's space, and each other, like it matters.
- E — Excellence. We don't just finish the job, we finish it right.

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Section 1. Introduction

1.1 Purpose of This Handbook

The purpose of this handbook is to familiarize you — the employee — with the policies, rules, and other key aspects of KAS Cleaning Services. The information in this handbook supersedes all rules and policies that may previously have been expressed or implied in both written and oral format. Compliance with this handbook is compulsory for all employees. KAS Cleaning Services reserves the right to interpret this handbook's content as it sees fit and to deviate from these policies when necessary.

1.2 Changes of Policy

KAS Cleaning Services reserves the right to change this handbook's content at any time and at our sole discretion. Its provisions may not be altered by any other means, oral or written. You will receive written notice of any changes we make to the Employee Handbook and are responsible for understanding and complying with all up-to-date policies. Please contact the Operations Manager if you are confused about any information defined herein.

1.3 Employment Forms

All new employees are required to complete and submit the following forms.

At-Will Employment Agreement and Acknowledgment of Receipt of Employee Handbook

Confirms your understanding that employment is at-will and that you have received and reviewed this handbook.

Employment Eligibility Form I-9

On the day of hire, each new employee is legally obligated to complete the Employment Eligibility Form I-9 and submit documents to verify identity and employment eligibility. The same policy applies to re-hired employees whose I-9s are over three (3) years old or otherwise invalid.

Non-Disclosure Agreement

This handbook expressly prohibits the unauthorized disclosure of confidential company information, by any means of communication, including, but not limited to, face-to-face, over the phone, and via the Internet, for employees' own benefit or the benefit of any third party.

W-4 (Electronic)

Form W-4 tells the employer the employee's filing status, multiple-job adjustments, amount of credits, amount of other income, amount of deductions, and any additional amount to withhold from each paycheck to compute the amount of federal income tax to deduct and withhold from the employee's pay.

Background Check Consent Form

The Background Check Consent form allows us to hire a third party to run a criminal background check. KAS Cleaning Services is not responsible for the information provided to us as it comes to an individual's background.

Direct Deposit Form

Authorizes KAS Cleaning Services to deposit your pay directly into the bank account(s) you designate. Submit a voided check or your bank's direct-deposit details with this form.

Section 2. Terms & Definitions

KAS Cleaning Services typically employs between 7 and 20 regular and temporary employees on an “at-will” basis. This section defines the terms of “at-will” employment, as well as the different types of employees we hire.

2.1 Definition of “At-Will” Employment

The job of an “at-will” employee is not guaranteed. It may be ended at any time and with or without notice, by the employee or, for a lawful reason, by KAS Cleaning Services. The company also reserves the right to alter an “at-will” employee's benefits, pay rate, and assignments as it sees fit. The “at-will” terms of employment may only be changed with the approval of the owner.

2.2 Types of Workers

This section distinguishes between the different types of workers KAS Cleaning Services employs. Employee status is established at the time of hire and may only be altered via a written statement signed by KAS Cleaning Services.

Exempt vs. Non-Exempt

Most employees are non-exempt, meaning they are entitled by law to at least minimum wage and premium pay for overtime. Exempt employees are not subject to these laws. Exempt status is defined by standards set by state law and the Federal Labor Standards Act (FLSA). This class of employees is usually an executive, an administrator, or a highly paid specialist.

Regular vs. Temporary

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must work 35 hours per week. A temporary employee is a person we hire for a short period (usually 3 months maximum) to assist with a project or remedy a staff shortage. A temporary employee is also employed on an “at-will” basis.

Independent Contractors & Consultants

Independent contractors and consultants are not Company employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under KAS Cleaning Services' direction. They are not eligible for company benefits.

Section 3. Payroll

3.1 Payment Schedule

Employees are paid once per week, generally on Friday. Payroll is often completed early; in such cases, pay will be deposited Thursday. In cases where the regular payday falls on a holiday, employees will receive payment on the last business day before said holiday.

3.2 Wages

Wages vary from employee to employee and are based on level of skill and experience. KAS Cleaning Services conducts regular evaluations of all employees and issues promotions as it sees fit. Employees who feel entitled to higher pay may speak with the owner.

Training Pay

New hires are hired at \$15/hour and remain at the hourly rate for their training period. The length of time a new hire is on training pay is determined by their supervisor. New hires will be tested before they are taken out of training and put on commission.

Commission Pay

Commission pay is earned after the completion of the training period and works on a sliding scale. KAS Cleaning Services' base rate paid to Techs is 37% of each job they work. Cleaning Techs have the opportunity to qualify for a Tier 2 bump (40% commission) or a Tier 3 bump (42% commission).

In order to qualify for commission pay, techs must complete the job satisfactorily and within timing guidelines. All jobs require a minimum time on-site, and this must be followed in order to qualify for commission payments. Techs who fail to complete jobs satisfactorily or fail to meet timing guidelines will be paid our company's base rate (training rate) for the hours they worked on that job. Techs may also be required to fix mistakes made during cleaning in order to qualify for commission. In addition to regular commission pay, employees may have the option of earning overtime pay and/or bonuses.

Overtime

A non-exempt employee may work overtime on the terms defined by Virginia law, pending prior authorization of KAS Cleaning Services.

3.3 Deductions, Garnishment & Reimbursement

Deductions

Federal and state law requires that we deduct the following from every paycheck:

- Social Security
- Income Tax
- Medicare
- State Disability Insurance & Family Temporary Disability Insurance
- Other deductions required by law or requested by the employee

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year. If you wish to adjust your income tax withholding at any time, please complete the designated form and submit it to the Operations Manager.

Wage Garnishment

Sometimes, KAS Cleaning Services receives legal papers that compel us to garnish an employee's paycheck — that is, submit a portion of said paycheck in payment of an outstanding debt of the employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid in full through withheld payments or otherwise.

Reimbursement

KAS Cleaning Services will reimburse employees for approved expenses incurred while working. This includes mileage and toll reimbursement. Mileage will be reimbursed at \$0.70/mile. Please ask management if an expense is reimbursable through the company. All reimbursements must be accompanied by the sales receipt and submitted to management within 30 days of the purchase. The KAS mileage submission form can be found in Discord. Employees are encouraged to submit mileage daily. All monthly mileage must be submitted by midnight on the seventh day of the month for the preceding work month (e.g., submissions for May must be submitted by June 7). Submissions that come in after the deadline will not be

eligible for reimbursement. KAS will reimburse tolls with some restrictions: KAS will only pay the EZPass toll rate, not the pay-by-plate rate, and you must submit a print-out of your tolls for a given month within 30 days of the end of the month in which the tolls were incurred. KAS will not reimburse tolls incurred on your commute from home or to work — only tolls incurred traveling from one job to another. All employees must have permission to purchase anything for reimbursement prior to purchase.

Section 4. Rights & Policies

The following section summarizes your legal rights as an employee of KAS Cleaning Services. Questions about any policy detailed in this section may be addressed with the Operations Manager.

4.1 Equal Opportunity Employment Policy

KAS Cleaning Services provides equal employment opportunities to all applicants without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical conditions or characteristics, marital status, or any other classification prohibited by applicable local, state, or federal laws. This policy is applicable to hiring, termination and promotion, compensation, schedules, job assignments, discipline, training, working conditions, and all other aspects of employment with KAS Cleaning Services.

As an employee, you are expected to honor this policy and take an active role in preventing harassment and discrimination in the workplace.

4.2 Accommodation for Disabled Employees

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request and to provide medical proof of his or her needs upon KAS Cleaning Services' request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical documentation proving their work cannot harm themselves or others, and their work remains at acceptable standards.

4.3 Employment of Minors

Our policy on the employment of minors adheres to all FLSA standards, including the following:

- Minimum employment age (14 for non-agricultural work)
- Maximum weekly hours for employees under 16
- Minimum hazardous job employment age (18)
- Minimum wage standards for students, apprentices, disabled employees, and employees under the age of 20

4.4 Employment of Relatives

The employment of relatives can prove problematic, particularly in situations where relatives share a department or a hierarchical relationship. KAS Cleaning Services will not hire relatives to work in any potentially disruptive situation. An employee must inform the company if he or she becomes a co-worker's relative. If at any time we perceive the situation to be dysfunctional, we may have to reassign or ask for one relative's resignation in order to remedy the situation.

4.5 Religion & Politics

KAS Cleaning Services is respectful of all employees' religious affiliations and political views. We ask that if you choose to participate in political action, you do not associate KAS Cleaning Services in any way. We are happy to work with employees to accommodate political and religious obligations, provided accommodations are requested in advance.

4.6 Privacy — Employee, Client & Patient Information

Employee privacy

Employee information is considered private and only accessed on a need-to-know basis. Your healthcare information is completely confidential unless you choose to share it. Personal files and payroll records are confidential and may only be accessed for legitimate reasons. If you wish to view your files, you must set up an appointment in advance with the Operations Manager. A company-appointed recordkeeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from company premises. You may not alter your files, although you may add comments to items you dispute. Certain information, such as dates of employment and rehiring eligibility, is available by request only. We will not release information regarding your compensation without your written permission.

Client & patient privacy (medical and dental sites)

KAS Cleaning Services cleans medical, dental, and other healthcare facilities. While working at these sites, you may be exposed to patient information that is protected by the Health Insurance Portability and Accountability Act (HIPAA). You must never read, access, photograph, copy, remove, or disclose any patient records, charts, computer screens, paperwork, or other protected health information. Do not discuss anything you see at any client site with anyone. Violations of patient privacy can expose both KAS Cleaning Services and you to serious legal liability and will result in disciplinary action up to and including immediate termination.

For all clients: no disclosures and no photographs of a client's home or facility without permission.

4.7 Leaves of Absence

Employees requiring time off from work may apply for a leave of absence. The Family and Medical Leave Act (FMLA) is a federal law that protects you from negative impacts to your job when you take time off or a leave of absence. KAS Cleaning Services determines when to designate leave as "FMLA" based on the facts of each individual situation. When we know facts that indicate your leave of absence might be covered under FMLA, we are required to inform you of your rights under this law. You are responsible for providing enough information so that KAS Cleaning Services can make the appropriate determination.

Attendance Policy

Any call-outs must be done in MaidCentral by 7:00 a.m. Call-outs will be unexcused unless a doctor's note or other emergency documentation is provided. Calling out the day before or day after a holiday will cause you to lose Holiday Pay. Employees are allowed 2 unexcused absences in any rolling 6-month period. Any employee with more than 2 unexcused absences in a 6-month period will be subject to termination. KAS ownership has the final say in regard to any absence being approved or rejected.

All leaves must be approved by management. For planned leaves, employees must submit requests at least 14 days in advance. Requests are approved on a first-come, first-served basis. All time-off requests must be submitted through MaidCentral.

If you will be more than 15 minutes late for a morning, you must let the office know. Two tardies of more than 15 minutes will be considered equal to 1 absence. Emergency leaves must be requested as soon as possible. Accepting or performing another job or applying for unemployment benefits during leave will be considered a voluntary resignation.

We consider all requests in terms of the effect on KAS Cleaning Services 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 interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's healthcare 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.

The three main types of leave that KAS Cleaning Services offers to employees are work-related sickness and injury, maternity, and election days. Some, but not all, are governed by law.

Work-Related Sickness & Injury

Employees eligible for Workers' Compensation rendered unable to work because of a work-related injury or illness will receive an unpaid leave for the period required. For eligible employees, the first 12 weeks will be treated concurrently as family and medical leave under the FMLA.

Maternity

An employee unable to work on account of pregnancy, childbirth, or related medical conditions may request an unpaid leave of absence of up to four months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest, and recovery from childbirth.

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 (2) hours, with pay, at the beginning or end of a workday, to vote in local, state, or national elections.

Paid Time Off (PTO) Policy

It is the policy of KAS Cleaning Services to provide each employee with paid time off on a periodic basis. PTO is earned (accrued) based on hours worked and is separate from the Unlimited Unpaid Time Off policy in Section 5.6. The amount of PTO an employee accrues is determined by the employee's average weekly hours worked over the prior 6 months. Employees begin accruing PTO upon hire and may begin using accrued PTO after 6 months of employment. Accrual rates are as follows:

- 0–2 years of employment: 0.0256 PTO hours per hour worked
- 3+ years of employment: 0.0512 PTO hours per hour worked

PTO may not be taken until it is earned. Earned PTO must be used and cannot be carried over to the next year of employment. Employees are not entitled to pay in lieu of taking time off. You must request to be paid for PTO time prior to your time off. PTO cannot be used for days an employee calls in sick — it is for planned and scheduled time off. KAS Cleaning Services reserves the right to deny PTO requests; if multiple employees request the same time period, requests may be denied. Unused PTO is forfeited at the end of the year in which it was earned. Any employee who is terminated or quits without notice will also forfeit PTO.

Holiday Pay Policy

KAS Cleaning Services provides paid holidays to eligible employees as a way to recognize their contribution and support rest and family time.

Observed Paid Holidays (paid when they fall on a weekday):

- New Year's Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving
- Christmas

Eligibility — to be eligible for holiday pay, an employee must:

- Be employed with KAS Cleaning Services for at least 6 months, and
- Be in good standing (not on final written warning at the time of the holiday).

Full-time employees who meet the eligibility requirements will receive holiday pay of \$108 per holiday (2026 rate) for each observed holiday that falls on a weekday, and are not required to work the day before or after the holiday to receive it. Part-time employees who meet the eligibility requirements are eligible for holiday pay only when the holiday falls on a day they are regularly scheduled to work, at the same \$108 per holiday (2026 rate).

Because client needs and routes can vary, KAS Cleaning Services may adjust schedules in the week of a holiday; such adjustments do not affect an eligible employee's right to holiday pay. Holiday pay is separate from PTO and is not deducted from an employee's PTO balance. Holiday pay amounts and eligibility may be reviewed and updated annually at the discretion of KAS Cleaning Services, with any changes communicated in writing.

Section 5. Employment Benefits

5.1 Unemployment Insurance

Employees rendered unemployed through no fault of their own or due to circumstances prescribed by law, and who meet Virginia's eligibility requirements for the time worked or wages earned, may receive unemployment insurance. State agencies directly administer this insurance and determine benefit eligibility, amount (if any), and duration.

5.2 Workers' Compensation

Workers' Compensation laws compensate for accidental injuries, death, and occupational disabilities suffered in the course of employment. KAS Cleaning Services provides Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments, hospital/medical and surgical expenses (paid directly to hospital/physician), and assistance for injured employees in returning to suitable employment.

5.3 Social Security Benefits (FICA)

Both employees and KAS Cleaning Services contribute funds to the federal Social Security Program as prescribed by law, providing retirees with benefit payments and medical coverage where applicable.

5.4 Aflac Supplemental Insurance

KAS Cleaning Services offers access to Aflac supplemental insurance plans for eligible employees. Aflac provides a variety of policies designed to help cover expenses that may not be fully covered by traditional health insurance, including accident, disability, hospital, and other

supplemental coverage options. Employees may enroll in any available Aflac plan, depending on their individual needs and eligibility. All Aflac plans offered through KAS Cleaning Services are 100% employee-paid. Premiums for elected Aflac coverage will be deducted weekly from the employee's paycheck and remitted directly to Aflac. Participation is voluntary, and employees are encouraged to review plan details carefully to determine what coverage best fits their needs.

5.5 Employee Discounts

KAS Cleaning Services employees may receive discounted cleaning services for their own homes as a benefit of employment. Employee cleanings must be scheduled through the office and are subject to availability within the company schedule. All services must be performed by another member of the KAS team — employees may not clock in to clean their own homes. Discount eligibility, pricing, and scheduling guidelines may be updated by management as needed. Employees are expected to maintain the same professional standards, preparation, and home-access arrangements required of all KAS clients.

5.6 Unlimited Unpaid Time Off

In addition to earned Paid Time Off (Section 4.7), KAS Cleaning Services offers an Unlimited Unpaid Time Off policy to support work-life balance and help our team manage both the physical demands of the job and their personal well-being. This policy is separate from PTO: time taken under this policy is unpaid, while earned PTO is paid as described in Section 4.7.

To keep our schedule stable for clients and teammates, we require a minimum of two weeks' notice for most time-off requests. When requests are submitted at least two weeks in advance, it becomes the office's responsibility to adjust the schedule and ensure coverage, allowing employees to take their time off without negatively impacting the team.

Outside of this two-week notice guideline, we encourage employees to take ownership of their mental health and physical workload, and to plan time away when they need it — whether for rest, personal responsibilities, travel, or simply a break. Unlimited Unpaid Time Off is built on mutual trust and responsibility. Employees are expected to communicate clearly, provide appropriate notice whenever possible, and remain mindful of the needs of clients and the team. Our goal is simple: a sustainable career where our employees can do great work while still having the time and energy to live their lives.

Section 6. Rules of Conduct

6.1 On the Job

Reporting for Work

Employees are expected to begin and end each shift at the time and on the day appointed. You must inform your supervisor before the start of the workday if you will be absent or late, and obtain permission to leave early. Absences and late arrivals will be recorded. Should your absences or tardiness exceed a reasonable limit, you will be subject to disciplinary action and possible termination. Failing to call the office or report to work for any workday will be considered voluntary resignation and result in removal from payroll.

Clocking In

It is your responsibility to clock in when you begin your shift and clock out after finishing your last job. You must also check in when you start each cleaning and check out when that cleaning is finished. If you forget, you must create a MaidCentral time-change request. Location services must be turned on when punching in and out of MaidCentral. If location services are off and a

client challenges your timing, we cannot prove you were there when you said, we will be unable to charge the client, and commission will be lost. We often need to prove to clients how long we have been at a specific job. Failure to clock in and out correctly may result in hours not being recorded correctly for payroll purposes.

Meals and Breaks

Unless defined otherwise by law, non-exempt employees are entitled to a paid 10-minute break for every four hours worked, as well as a 30-minute meal break for any shift lasting longer than 5 hours.

Dress Code Policy

You must be presentable and in uniform every day. The uniform consists of our company-provided T-shirt. Pants/shorts/capris are provided by the employee and must be black, khaki, or blue jeans (non-pants styles such as shorts and capris must be black or khaki; any other style must be approved by management). No rips, tears, or writing are allowed on your uniform. Sweatpants are prohibited. Shoes should be comfortable sneakers with a good grip on the sole. Hair should be neat, brushed, and, if long, pulled back out of the way.

Lockout Policy

If you, for any reason, become locked out of a client's home, office, or other worksite, you must immediately report it to your shift supervisor. No KAS employee shall attempt to enter the facility in any manner other than the usual lock and key. Cleaning Techs will not attempt to pick locks, use credit cards to open doors, or take any other similar action. Breach of this policy may result in immediate termination.

Vacuum Policy

KAS Cleaning Services prioritizes the cleanliness and maintenance of our equipment to ensure the highest standard of service. Each cleaner assigned a company vacuum is required to perform a comprehensive maintenance check once a week, between Thursday and Saturday. The cleaner must dismantle the vacuum and thoroughly clean all components, including rinsing/washing the filters, rinsing and/or wiping out the dustbin, and cleaning the roller and surrounding area (which may require removing part of the bottom frame). After completing maintenance, the cleaner must take clear, timestamped photos of the cleaned vacuum and post them in the corresponding Discord channel dedicated to Vacuum Inspections.

Penalties for non-compliance: a first offense (failure to complete the maintenance inspection within the designated time frame) will result in the cleaner being scheduled for a vacuum maintenance shift. If the cleaner misses the scheduled shift and fails to submit the required photo documentation, it will be treated as a missed cleaning job, subject to our standard disciplinary procedures. It is each cleaner's responsibility to maintain their assigned vacuum; supervisors will monitor compliance and provide assistance or reminders as needed. Any concerns or difficulties should be communicated promptly to the supervisor.

Company Electronics and Email Policy

KAS Cleaning Services employees are required to use various forms of electronic communication in their work, including computers, email, telephones, voicemail, Discord, text messages, cell phones, and smartphones. All communication transmitted by these electronic means remains the sole property of KAS Cleaning Services and is to be used for company business, not personal use. KAS Cleaning Services reserves the right to access and review electronic files, messages, internet use, posts, instant messages, text messages, emails, voicemails, and other digital archives, and to monitor the use of electronic communications as necessary to ensure that no misuse or violations of company policy or law occur.

Social Media Policy

KAS Cleaning Services recognizes the importance and relevance of social media and its benefits in allowing us to receive feedback from customers, encourage loyalty, and maximize revenue. We encourage employees to use their personal social-networking channels to these ends, provided the following guidelines are respected. When referring to our company in any way, employees must always conduct themselves professionally and respect the views and opinions of others. Behavior and content that may be deemed disrespectful, dishonest, offensive, harassing, or damaging to KAS Cleaning Services and its interests or reputation are not allowed and will not be tolerated. The use of social-media channels on company time for personal purposes is not allowed. Employees must not disclose private or confidential information about KAS Cleaning Services, its employees, clients, suppliers, or customers on social media.

Cell Phone Use

Cell phones brought to work must be on silent or vibrate mode to avoid disruptions to co-workers and clients alike. They may be used during breaks and meal periods, away from where others are working, and never inside a client's home. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may follow. Employees may wear earphones and listen to music or podcasts but must pay attention to their surroundings; if in a client's home and a client is present, employees will wear only one earphone in order to hear clients. Employees who receive company cell phones should use them for company business only. All phones should be off during team meetings; if a call must happen during work, please step outside. Keep in mind that most clients have video and audio recording — everything you say may be heard by other people.

6.2 Rules & Policies

Company definition — Breakage

Breakage refers to avoidable issues/problems that come up in the workplace due to policy deviations. This includes damage or breakage of items, as well as instances of procedural errors, violations, and/or write-ups. It serves as a comprehensive indicator of issues within our workplace, highlighting areas for improvement or corrective action.

Confidentiality

No previous or current employee may disclose or give access to confidential company information, in any way or at any time, unless otherwise authorized by the owner.

Discrimination and Harassment

In keeping with the Equal Opportunity Employment policy, KAS Cleaning Services will not tolerate on-site discrimination or harassment on any legally protected basis, including physical or mental characteristics, race, religious or political views, nationality, disability, medical condition, sex, sexual orientation, or gender identity. Harassment and discriminatory behavior among employees or contractors will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point KAS Cleaning Services will investigate and take corrective action.

Reporting Harassment or Discrimination

KAS Cleaning Services takes every report of harassment or discrimination seriously. If you experience or witness conduct you believe violates our Equal Opportunity or anti-harassment

policies — whether by a coworker, supervisor, client, or anyone else you encounter on the job — report it promptly so we can address it.

How to report

You may report verbally or in writing through any of the channels below. You are not required to report to your immediate supervisor, and should never feel you must report to the person involved in the conduct:

- Your supervisor or team coach
- The Operations Manager (currently Shannon)
- The owner, Bryan Morton — 508-840-7442 / bryan@kascleaningservices.com

Written reports help us investigate accurately, but a verbal report is enough to start the process. Please include what happened, who was involved, when and where it occurred, anyone who witnessed it, and any related messages, photos, or documentation. There is no deadline to report, but the sooner you tell us, the sooner we can act.

What happens next

We will investigate promptly and impartially. This typically includes speaking with the people involved and any witnesses and reviewing available evidence. We will keep the matter as confidential as possible, sharing information only with those who need it to investigate or respond. Where appropriate, we may put interim measures in place during the investigation. When the investigation is complete, we will take corrective action up to and including termination if a violation occurred, and we will let you know the matter has been addressed.

No retaliation

Retaliation against anyone who makes a good-faith report or participates in an investigation is strictly prohibited and is itself a violation of this policy, subject to discipline up to termination. If you believe you are being retaliated against, report it through any channel above.

Good faith

We ask that all reports be made in good faith. An honest report that turns out to be unsubstantiated will never be held against you. Knowingly false reports, however, may result in disciplinary action.

Supervisor responsibility

Any supervisor or team coach who witnesses, or receives a report of, harassment or discrimination must promptly notify the Operations Manager or the owner — they cannot let it go unreported.

External resources

You also have the right to contact the U.S. Equal Employment Opportunity Commission (EEOC) or the Virginia Office of the Attorney General's Office of Civil Rights. Strict filing deadlines apply, so contact them promptly if you choose this route.

Drugs and Alcohol

Good performance on the part of our employees is crucial to KAS Cleaning Services' success. For this reason, we strictly forbid employees to do the following while at work:

- Drinking alcohol, or selling, purchasing, or using illegal drugs at work. An “illegal drug” is any drug not obtained by legal means, including prescription drugs used for non-prescribed purposes.

- Possession of any non-prescribed controlled substance, including alcohol and legal but illegally obtained prescription drugs.
- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action up to and including termination.

KAS Cleaning Services cares about the overall health and well-being of its employees. Any employee who feels they are developing a substance-abuse problem is urged to seek help. KAS Cleaning Services will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of a company-approved rehabilitation program may serve as an alternative to termination.

6.3 Disciplinary Action

KAS Cleaning Services takes Breakage matters very seriously. Examples include:

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication
- Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of KAS Cleaning Services property
- Unauthorized disclosure of company information
- Possession and/or use of illegal drugs, weapons, or explosives
- Illegal harassment and/or discrimination of any kind
- Violations of company policy

Disciplinary action may consist of anything from verbal or written warnings and counseling to suspension or termination. Rather than follow rote procedures, KAS Cleaning Services will handle each matter individually to ensure fairness to all involved. Please review and internalize the list above and use good judgment at all times.

Workplace Inspections

At KAS Cleaning Services, we have a responsibility to protect our employees, clients, and property. For this reason, we reserve the right to inspect the following at any time, with or without notice:

- Offices
- Computers and equipment
- Company vehicles
- Any personal possessions brought onto company premises, such as handbags, briefcases, and vehicles
- All company worksites

All inspections are compulsory. Those who resist inspection may be denied access to company premises and worksites and will be subject to disciplinary action.

6.4 Damage Policy

KAS Cleaning Services asks that you treat each of our clients' homes as if they were your own and use the highest amount of care when working in a client's house. Every once in a while, we unfortunately drop or break something. In the event that you accidentally break an item in a client's home, you must call the office immediately and provide a photo of the broken item along with a short description of what happened. Management will notify the client. Our honesty in

owning up to the accident usually goes a long way with clients. There is zero tolerance for not reporting breakage.

Section 7. Safety

Safety Program Statement

KAS Cleaning Services recognizes our obligation to provide the safest possible working conditions for our Team Members. As a condition of employment, all team members are expected to follow the policies set forth in this handbook. The goal of our safety and health program is to eliminate injuries and illnesses — our goal is zero accidents and injuries. Changes and additions to this policy may be made in the future based on experiences encountered in our workplace and by changes or additions required by OSHA and any state or federal safety regulations.

Hazard Identification and Control

Management will conduct periodic Workplace Safety Inspections using the Safety Inspection Checklist. Problems or violations of safe practices will be noted, and a support plan will begin. Our industry is not a high-risk environment compared to many other workplaces, but there is always potential for injury, primarily due to carelessness. Most accidents that happen while cleaning homes can be avoided with reasonable care and attention.

Safety Training

The manager is responsible for ensuring that safety training is provided to all Team Members. As a matter of policy, KAS intends to conduct training on at least one subject approximately every 30 days; training may also be repeated after a safety violation. Training may consist of lectures, demonstrations, videos, handouts, and occasionally guest presenters, and will be documented by having Team Members sign in on the Meeting Attendance form. All team members must attend these sessions; if a Team Member misses a meeting, a copy of the meeting note will be provided. The trainer will give orientation following the onboarding form, and new hires must initial each subject on the Orientation form as it is reviewed.

Safety Responsibilities

The Office:

- Establish a Safety Program.
- Enforce rules set forth in this program.
- Encourage Team Members' input to report hazardous conditions and implement corrective action as deemed necessary.
- Conduct periodic worksite inspections to assess potential hazardous conditions or safety violations.
- Conduct training sessions on safety issues as experience dictates.
- Investigate all injuries.

Team Members:

- Comply with this safety program.
- Report hazardous conditions to the Office.
- Attend safety training sessions held or sponsored by KAS.
- Immediately report injuries and accidents to the Office.

General Safety Rules

- We reserve the right to terminate a Team Member without prior disciplinary action when that Team Member engages in dangerous horseplay.
- Do not run in a home, office, or other worksite, including the KAS office, storage areas, or parking areas.
- Follow prescribed safety practices at all times.
- Do not use vacuum cleaners (or any electrical appliances or equipment) with frayed or exposed wiring.
- Do not mix chlorine/bleach products (labeled red) and ammonia products (labeled blue). Even mixing the fumes of these two chemicals creates a toxic gas that can cause serious harm.
- Do not lean out of high windows or over balconies, or expose yourself to potential falls from high places, including standing on countertops or past the second step of a stool.
- Be aware of equipment, materials, or supplies that could be tripped over.
- Never lift more than you feel comfortable with — get help. When lifting, bend your knees, not your back.
- All team members must wear closed-toed shoes when on the clock, during consultations, and at the office.
- Report all injuries and near misses to the Safety Coordinator or a Team Coach.
- Comply with all safety instructions given.
- Rotate jobs while cleaning so as not to overuse one area of the body.

Safety Procedures

Chemicals and Supplies

- Keep any sharp objects covered.
- Take care not to hit Team Members with equipment.
- Chemicals must be in your bag, apron, or hand; when not in use, put them back in your bag.
- Spray chemicals on sponges rather than on surfaces.
- Rinse chemicals out of sponges.
- Don't spray any chemicals where there could be strong air gusts or wind.
- Rinse all chemicals from surfaces except Quat.
- Don't use chemicals that don't have labels — send to the office for relabeling.
- Do not intentionally smell chemicals.
- Do not mix chemicals.
- Load the car correctly.
- Make sure the razor blade is closed.
- Close tops on chemical bottles.
- Call the office immediately if any chemical is spilled, if any chemical gets in a Team Member's eyes (flush immediately with water for 15 minutes), or for chemical spills of more than 1 cup.

Body Mechanics

- Don't lift over twenty pounds without help.
- Wear knee pads if on knees for more than 3 minutes.
- Always use a stepstool when trying to reach high places.

- Bend at the knees, not at the waist.
- Rotate jobs between houses — kitchens, bathrooms, etc.
- Use two hands to lift.
- Take mandatory breaks.
- No jerky or sudden motions.

Driving Responsibility

- Follow all traffic laws.
- Come to complete stops.
- Wear seatbelts.
- No phone calls or texting; no cell phone use while driving.
- Be polite to other drivers and always yield the right-of-way.
- Refrain from sudden stops or accelerations.
- Call the office immediately to report accidents or any other driving issues.

Personal Responsibility

- Wear gloves at all times when any chemicals are used or when cleaning medical or dental buildings.
- Wear house shoes.
- Don't get in showers within 3 minutes of spraying chemicals.
- No hitting or other physical aggression.
- Take breaks as needed.
- Always wear black or navy cotton socks.
- Read and understand your chemical reaction sheet.
- Ask questions.
- Keep shoes and equipment out of doorways.
- Drink plenty of water.
- Move slowly when working in a crowded space.
- Be mindful of other Team Members' needs and restrictions.
- No profanity or vulgarity.
- Dispose of cigarettes properly.
- Call the office immediately to report all injuries.

Accident and “Near Miss” Investigations

All injuries are to be reported immediately by the injured Team Member completing an Injury/Near Miss Report. The reports are to be turned in to the office immediately so corrective action can be taken to reduce the probability of a similar injury recurring. These forms are to be kept on file for a minimum of five years. Near misses are to be reported to the office, with the same investigation and correction process; correction procedures will be presented at the next safety meeting.

Corrective Procedure

The office is responsible for enforcing these general safety rules as well as more specific safety policies. All corrective procedures will be documented. In the event a Team Member violates any policy of this safety program, the Team Member will be given a written Corrective Procedure and may be terminated upon notification of any further infractions. Any gross safety violation may result in immediate dismissal. Safety must be our top priority.

First Aid and Safety Equipment

OSHA regulations require that an adequate First-Aid Kit be assigned to each team. At a minimum, each team's First Aid Kit should contain the following:

Clean

- (12) Alcohol Prep Pads
- (6) Antiseptic Wipes

Treat

- (1) Instant Cold Compress — 5 in x 6 in

Protect

- (30) Sheer Bandages — 3/8 in x 1 1/2 in
- (20) Sheer Bandages — 3/4 in x 3 in
- (10) Sheer Bandages — 5/8 in x 2 1/4 in
- (6) Sterile Gauze Pads — 2 in x 2 in / 4 ply
- (5) Butterfly Closures
- (2) Sterile Gauze Pads — 4 in x 4 in / 4 ply

Essentials

- (10) Cotton Tip Applicators — 2 3/4 in x 1/8 in
- (4) Wood Splints
- (2) Examination Gloves (1 pair)
- (1) Paper Tape — 1/2 in x 90 in
- (1) First Aid Guide

Replace any used or expired items promptly. Check expiration dates on individual packaging before use.

Rubber / Nitrile / Latex Gloves

Team Members are supplied with protective gloves and must wear them at all times when using any chemical, and in all areas when cleaning medical or dental buildings. Turn in defective or damaged gloves to the office immediately for replacement. All Team Members should have 2 pairs available at all times.

Knee Pads

Team Members are supplied with knee pads, which they should wear at all times when a job requires them to be on their knees for more than 3 minutes.

Personal Safety

We advise our employees working in homes and at accounts alone to keep the client's doors locked while cleaning, for their safety. If at any time an employee feels they are in an unsafe situation, please remove yourself from it and contact the office as soon as you can safely do so. As a matter of safety and respect to others present, when listening to music, a podcast, or an audiobook, you must wear only one earbud or headphone and keep the volume to a minimum — wearing both, or having the volume too high, can pose a safety risk if you cannot hear what is going on around you.

At-Will Employment Agreement & Acknowledgment of Receipt of Employee Handbook

I acknowledge that I have received a copy of the KAS Cleaning Services employee handbook, which contains vital information on the company's policies, procedures, and benefits.

I understand that this handbook's policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms, and therefore subject to termination, with or without notice or obvious reason, by myself or by KAS Cleaning Services. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the company as well as myself. This agreement supersedes all prior or contemporaneous inconsistent agreements.

I understand that KAS Cleaning Services may change policies, procedures, and benefits at any time at its sole discretion, and may interpret or vary them as the company deems appropriate. I have read and agree to abide by all policies and procedures contained herein.

Employee Signature *Date*

Company Representative Signature *Date*