

EMPLOYEE HANDBOOK
For
Grand Rapids Building Services, Inc.

Office Phone 24/7: 616-451-2064

800-441-4463

Human Resources: 616-451-8004

800-410-1181

Supply Line: 866-824-8522

ATA Line: 616-451-2936

888-814-8890

www.grbsinc.com

Grand Rapids Building Services

Vision Statement

To be recognized by our customers as Michigan's best provider of qualified professionals in the contract cleaning industry.

Mission Statement

Our purpose is to provide our customers with professionals dedicated to consistent services and continual improvement. By doing so, we will ensure a profitable, stable, growth oriented organization and honorable employment for our team.



WELCOME

You are now an employee of one of the largest and finest professional cleaning services in Michigan!

It is our belief that every employee is entitled to respect, and every employee is to be respectful of others. That way, everyone can work with minimum supervision and rules, because the Golden Rule is the most important; **treat others the way you wish to be treated. Nice matters!**

Our Employee Handbook has been prepared to present basic and important information about your job, benefits, and company policies and practices to happen automatically so we can eliminate misunderstandings. It is designed to tell you what GRBS will be expecting from you, and what you can expect from us so we can meet or exceed each other's expectations in our employment relationship. Following these guidelines is an expected part of your employment.

If you have any concerns with the content of this book, or any other matter during your employment, GRBS follows an **open-door policy** and we **WANT** you to communicate with us so we can help you be successful. The first person you should contact is your Facility Manager or District Supervisor. The second person you should contact is your Human Resources Manager. Their names and phone numbers will be provided for you at orientation.

I hope you will join me in practicing SEGWAY SERVICE. It is our way to remember to:

Smile

Make **Eye** Contact

Greet each other and our Customers

Work Hard every day

Have a professional **Appearance**

And say **YES**, we can

We know our customers are the reason we exist, and we know our team members need quality support and training to ensure success. That's how we remain one of the largest and finest professional cleaning services for over 100 years!

So Welcome to GRBS! I am very glad you have joined our team!

Karin Wysocki
President
GRBS

TABLE OF CONTENTS

Mission and Vision Statement
Letter from the President

Acknowledgement

Introduction

Read This Handbook
Open Door Policy
Confidentiality
Confidentiality Statement

Employment

Who Is Covered
Equal Employment Opportunity
Hiring
Orientation and Training
Seniority
You and Your Supervisor
Promotions and Transfers
Working Hours
Work Assignments
Payroll Procedures
ATA System
Replacement of Paychecks
Layoff and Recall
Outside Employment
Conflict of Interest
Resignation
Exit Interviews

Employee Benefits

Wages
Overtime
Payday
Final Paychecks
Vacations
Holidays

Vacation Time & Personal Time
Unemployment Insurance
Social Security
Health Insurance
Attendance and Punctuality
Call Off Procedures
Leave of Absence
Military Leave
Jury Duty
Bereavement Leave
Family and Medical Leave Act

Miscellaneous

Accidents and Injuries
Vehicle Policy & Guidelines
Company Property
Theft
Customer Relations
Company Security
Security Procedures
Complaint Procedure
Disciplinary Procedure
Major/Serious Offenses
Employee Records
Employee Safety and Health
General Information
Harassment
Personal Appearance
Uniforms
Personal Telephone Calls
Solicitation and Distribution
Substance Abuse
Work Rules
Accident Reporting Procedures
Break Time and Lunch Breaks
Company Cell Phones
Mileage Reimbursement Policy
Employee Dating

ACKNOWLEDGEMENT

NOTE: The following Acknowledgement is intended as a copy for your records. You will be signing a duplicate of this acknowledgement during your payroll processing and orientation.

Nothing in the Employee Handbook is intended to create or constitute an employment agreement with you.

The employee agrees to conform to the rules and regulations of GRBS, notwithstanding any other provision in this Employee Handbook and at the option of either the employee or the Company, this employment relationship can be terminated at any time, with or without cause or notice. It is understood that no supervisor or other representative of this Company, other than the President of the Company, has any authority to enter into any agreement for employment with you or to make any agreement with you contrary to the provisions set out in this Handbook. Any such agreement must be in writing and be signed by the president before it will be deemed effective.

All decisions by the Company as to intent, interpretation or application of these policies shall be binding upon the employee. GRBS will apply all policies in accordance with appropriate federal and state laws.

This Employee Handbook supercedes all prior handbooks, agreements, policies, and procedures, whether established orally or set out in writing. The Company reserves the right to change the policies in this Employee Handbook at any time and the most recent change shall be binding on you.

The employee consents to the publication of his/her photograph in any company publication or advertising promotion and hereby releases GRBS and its owners and agents from any, and all, liability for the use of this picture or news story.

The undersigned employee acknowledges that he/she has received the GRBS Personnel Policies Employee Handbook and has agreed to abide by its terms and conditions. In addition, the provisions and guidelines detailed in this handbook are applicable to the subsidiaries. It is the employee's responsibility to read this Handbook and to ask questions about anything that he/she does not understand.

INTRODUCTION

READ THIS HANDBOOK. If you have any questions on anything in this Employee Handbook, please ask. We do expect your cooperation, and if there is any provision in the Employee Handbook that is difficult for you to follow, let's talk about it now.

The information contained in this Employee Handbook covers many of the day-to-day situations that may arise. Good judgment should be used in dealing with situations that may arise which are not covered in this Employee Handbook. The contents of this Employee Handbook are subject to change at any time as we discover new and better ways of meeting your needs and those of our customers.

OPEN DOOR POLICY. No organization is free from day-to-day problems, but we have developed policies and procedures to help resolve these problems. The term "open door" refers to a policy in which you may express your concerns and get help solving your problems.

The Company is interested in your welfare and will do everything possible to help you. Feel free to discuss any problems you have with your supervisor. If you feel that your problem has not been resolved after consulting your supervisor, please bring it to the attention of the Human Resources Director.

CONFIDENTIALITY. All information received by employees regarding the affairs of customers, and company business in general, shall be kept in strict confidence. This includes accounts, anticipated changes in staff or management, or the affairs of the Company or its customers.

While performing your duties, employees may acquire information about GRBS, Inc. activities, including confidential information such as customer lists, techniques, and educational materials. This information must be held in the strictest of confidence and is to be used solely for completing work for GRBS, Inc. Under no circumstances is confidential information to be divulged to persons outside the Company, including family, friends, associates, or to other employees of Grand Rapids Building Services who have no need to possess such information. Employees are prohibited from dealing for personal profit or gain based upon inside acknowledge or confidential information obtained during their employment at Grand Rapids Building Services.

The Company requires employee to sign a Confidentiality Statement at time of hire. *The Company also requires those in specific positions to sign non-compete agreements. These positions include, but not exclusive to, Day Porters, Supervisors, Assistant Supervisors, District Coordinators, and Management positions.*

GRBS, Inc.
1200 Front St NW
Grand Rapids, MI 49504

NOTE: The following Acknowledgement is intended as a copy for your records. You will be signing a duplicate of this acknowledgement during your payroll processing and orientation

Employee Confidentiality Statement

The confidentiality of our business, including all information related to our customers, must be the top priority of all employees of GRBS (GRBS). No matter what your job is within our organization, what you do impacts our customers and our business. One of the best ways that we ensure confidentiality is to treat all information with respect and maintain the confidentiality of GRBS, our customers and their clients.

In response to this, I agree to not disclose, discuss or otherwise reveal any information regarding:

- The general business practices and process of Grand Rapids Building Services
- The Customer base of the Company including specific information about customers, budgets and contact information and all data related to maintaining and servicing the account
- Practices and information about the business of our customers
- Practices and information about the clients of our customers
- The disclosure or revealing of medical information, school records, security systems, data and data systems of our customers and their clients (including patients, students & visitors)

To promote confidentiality in the workplace, I agree not to:

- Share or disclose my computer use ID or password unless instructed to do so by my supervisor
- Use another staff member's computer ID or password
- Distribute building access codes
- Use a code, access a file or retrieve any stored information from GRBS, Inc. or their customers
- Use an unauthorized computer from GRBS, Inc. or their customers

In addition, when working in medical environment & school, I understand:

- The privacy and respect of all patients and students and information is never to be revealed
- Information collected regarding customers is not to be accessed either by hard file, email or computerized data base.
- Information regarding care, treatment or services rendered or disciplinary action will not be disclosed.

I agree to not disclose, discuss or otherwise reveal any property or customer information:

- Definitions:
 - “Confidential Information” means any and all information related to the business of a GRBS customer that is not generally available to the public or in the industry.
 - “Property” means any good, item, equipment, or other tangible thing of value belonging to a GRBS customer or its employee or agent.

- Agreement. I acknowledge that, in the course of my employment with GRBS, I will have access to the proprietary property of GRBS customers. This may include tangible Property, as well as intangible property such as Confidential Information.
 - I agree that during my employment I will not take or use any Property belonging to a GRBS customer for the benefit of anyone other than that customer. I further agree that any Property belonging to a GRBS customer, including Confidential Information, is and will remain the sole property of that customer. I will treat all Confidential Information as strictly confidential, and I will not disclose Confidential Information to any other person or organization.
 - I shall be responsible to pay for the actual costs and attorneys' fees incurred by GRBS in the enforcement of this Agreement, as well as the actual costs and attorneys' fees incurred by a GRBS customer in any action brought to recover its Property and/or Confidential Information.
- Employment. I agree to be bound by the terms and conditions of this Agreement in consideration for my at-will employment by GRBS. I agree that I may be subject to discipline, up to and including termination of employment, if I violate this Agreement.
- Referral to Law Enforcement Authorities. I acknowledge and agree that in the event I misappropriate any Property from GRBS or a GRBS customer, GRBS may file a report of my actions and disclose my personal information to law enforcement authorities.

I understand that non-compliance in maintaining the confidentiality standards as outlined in this statement will result in disciplinary action, including dismissal and/or legal prosecution.

EMPLOYMENT

WHO IS COVERED. These policies and procedures apply to all non-exempt personnel as defined under the Fair Labor Standards Act. Many of the benefits contained in this Handbook apply only to full-time employees. When hired, the employee will be designated as either full-time or part-time.

1. A full-time employee is an individual who is hired to work a normal work week of approximately 40 hours per week and has successfully completed the orientation period.
2. A part-time employee is an individual who is hired for an indefinite period, is not on a normal full-time work schedule and/or normally works less than a full work week. Part-time employees are eligible to share in company benefits only as specifically provided in the Employee Handbook and in accordance to meet the requirements of the law.
3. A seasonal employee is defined as an employee who works a regular schedule of approximately 40 hours per week for a limited period during the year, such as a summer employee. Seasonal employees are not eligible to share in company benefits.

EQUAL EMPLOYMENT OPPORTUNITY. Because of our high standards and continual strides for excellence and performance, it is most important that we are staffed with the best-qualified individuals in each position. In keeping with these high standards, it is the policy of GRBS to grant equal employment opportunities to all qualified persons without regard to sex, race, color, religious beliefs, national origin, age, height, weight, marital status, or handicap.

In this Employee Handbook, as in all our memos, the pronouns he, she, his, her, and him are used interchangeably and only for convenience. These should in no way be interpreted as referring to any one *gender*.

HIRING. It is the policy of the Company to hire individuals who are qualified or trainable for employment as determined by our standards of physical fitness, education, experience, aptitude, attitude, and character. All decisions regarding the recruitment, selection, and placement of employees are made solely based on job-related criteria. Every effort will be made to hire new employees for positions which best utilize their abilities and in which they will be able to achieve both personal satisfaction and opportunity for growth. In no event shall the hiring of an employee be considered as creating a contractual relationship between the employee and the company; and, unless otherwise provided in writing, such relationship shall be defined as “employment at will”, where either party may at any time, with or without reason or notice, dissolve the employment relationship. All employees must fill out a set of employee forms to be placed on the payroll and receive paychecks. If you are in doubt as to whether you have completed the necessary forms, please ask your Human Resources Representative.

ORIENTATION AND TRAINING. New employees will be provided the training and orientation necessary to familiarize them with the Company and their assigned jobs. This period will also allow new employees to acquaint themselves with company rules, procedures, and policies.

This orientation period shall consist of the first 90 calendar days of continuous employment. No seniority accrues during this period and at the sole discretion of the Company, your orientation period may be extended. If the orientation period is extended, you will be notified prior to the expiration of the 90-day trial period. *The orientation period is not to be considered as an increase period upon completion of the 90-day trial period. It is to be used as a review period for the Company and the employee to consider if the placement is a good fit for continued employment.*

SENIORITY. Upon completion of your orientation, the date used for seniority reverts to your first day on the job. You will maintain that date while you are employed at GRBS. Should you, or the Company, terminate your employment with GRBS, you will lose your seniority if rehired later. Promotion opportunities are not based upon seniority. These decisions are based upon performance including factors such as attitude, attendance, and aptitude.

YOU & YOUR SUPERVISOR. REMEMBER – Your supervisor is vitally interested in your success. Your supervisor needs your respect, cooperation, and loyalty as much as you need theirs. Any details of your work that are not clear, or any complaints you may have, should be discussed with your supervisor.

Give your supervisor a chance to use his experience and training to help you. Your progress will depend on how carefully you follow their instructions and work as a team.

You have a responsibility to use your work time is spent wisely and productively. There is always work to be done. Should you find that your area has been completed, you are to help others or move on to additional detail work. At no time are you to leave the work site early unless specifically instructed to do so by your supervisor.

PROMOTIONS AND TRANSFERS. Promotions to jobs of greater responsibility in the company go to persons who have best prepared themselves for advancement by hard work, study, ability, attitude and initiative. It is our policy to fill job openings by promotion whenever possible. Skills, job performance, experience, ability to perform the job, and cooperation are only a few of several factors to be considered in the selection process.

At times, the Company may transfer employees from one job to another, either at their own request or as a result of a decision by management. These transfers may be temporary or permanent. Such transfers allow for the more efficient utilization of personnel throughout the Company.

When seeking a promotion, the Company, in general, prefers a minimum of 3 months of successful completion within your current position. To inquire or interview for other employees, call your Human Resources Manager or the Director of Recruitment and Retention.

WORKING HOURS. The Company will establish working hours as required by workload, customer service needs, and the efficient management of personnel resources. Your supervisor will advise you of your hours. In addition, employees may be required to work overtime or hours other than those normally scheduled. If it becomes necessary for an employee to leave the Company's premises during working hours, permission must be obtained from the employee's supervisor. *In addition, all employees leaving the job site for personal reasons are required to clock out*

WORK ASSIGNMENTS. Your supervisor makes work assignments, and no work should be performed without his authorization. Your supervisor or the office should be notified of any additions or reductions in your workload. If the customer closes any part of a work area or adds to it, it should be reported to your supervisor as soon as possible.

Payroll Procedures:

ATA System: In most cases, employees record their time by clocking in and out to our Automated Time and Attendance System (ATA). Using the phone designated within your building, it is your responsibility to clock in and out for arrivals and departures, including lunch breaks. Failure to accurately punch may impact the accuracy of your paycheck therefore it is critical that you accurately clock in to the ATA system. Should you have those rare occasions that you miss a punch or inaccurately clock in, it is your responsibility to call the Grand Rapids office (1-800-441-4463) to report and correct the error.

Should an error occur on your paycheck because of inaccurate clocking in and out, GRBS will correct the error by placing any unpaid time (due to your inaccuracy) on your next reasonable paycheck.

Accordingly, all work performed by employees must be done while clocked in. All employees are required to clock in and out to their own employee pin number per their work schedule. Any time you leave the premises for any reason, (for example, lunch) you must punch out. Under no circumstances are you to use another employee's ATA "time card" or permit another employee to use yours. Should you forget to clock in or out, it is your responsibility to contact the Grand Rapids office to correct the error.

It is unacceptable to use cell phones or to call from anywhere except the assigned account(s).

Mileage reports and additional time sheets must be submitted to your Supervisor or Manager by Monday morning, 8:00 am for review and processing.

Lunch Breaks. It is GRBS policy that for individuals working 6 hours or more a night, they are required to take a 30-minute unpaid lunch break. In the best interest of the employee, this time is provided to allow for ample rest and relaxation during a work shift. When taking lunch breaks, employees are required to punch in and out to the ATA system to account for the unpaid period covering their lunch break.

It is unacceptable to ever complete any work while not clocked in to be paid. Employees who work "off the clock" are subject to disciplinary action up to and including termination.

MANDATORY DIRECT DEPOSIT:

GRBS pays bi-weekly (every other Friday) requires all pay to be distributed thru Direct Deposit. For those who do not have bank accounts, we will issue pay cards which are available at no cost to the employee. Should your bank account information change, it is the employee's responsibility to provide written notice to the Payroll Department with updated information. This information must be submitted two weeks in advance of paydays to allow for full processing with GRBS and with your financial institution.

LOST PAYCHECKS: In the event of a lost paycheck, notify the Payroll Department immediately. Provided the allotted time has been passed for the paycheck to reach you, the Payroll Department will notify the bank and issue a Stop Payment on the paycheck. There maybe a Stop Payment fee for this service. Notification of Stop Payment from the bank must reach our Payroll Department before a replacement check will be issued by GRBS, Inc. Should it be determined you are responsible for any replacement fees, they will be deducted from the amount of the replacement check.

LAYOFF AND RECALL. Our customers determine how many people shall be employed here and whether we grow. New customers are acquired and old customers retained by prompt delivery of quality service at competitive prices.

Your best efforts in helping to provide quality service is necessary to provide job security and an opportunity for your personal advancement. We have confidence in the future, but how it materializes depends on our joint spirit of cooperation, the quality of our service, our ability to do our work on schedule and the efficiency of our operations.

It is the company's goal to maintain employment for everyone to the greatest extent possible. In the event it becomes necessary to reduce the work force at GRBS, the Company shall determine which employees will be affected based upon many factors, including need, department, qualifications, productivity, general performance and attendance. Recall of employees shall be done in the same way. Of course, the exact method or manner of this reduction and subsequent recall must be left to the sole discretion of the Company. No vacation or holidays will be earned or paid during layoff.

OUTSIDE EMPLOYMENT. Although the company recognizes the right of its employees to spend their non-working time away from the job as they please, outside employment by full-time employees is not encouraged. Activities away from the job must not adversely affect the employee's job performance or compromise the company's interest and will not be considered an excuse for poor job performance, absenteeism, tardiness, or refusal to work different hours or overtime. All employees are expressly prohibited from engaging in any activity that competes with any activity of the company.

CONFLICT OF INTEREST. Employees are prohibited from owning any interest in, working for, or accepting compensation in any form from any of our customers, competitors, or suppliers except as specifically authorized by an officer of the Company. *Employees may not maintain dual employment with competitors of GRBS, Inc.*

RESIGNATION. If at some future time you should decide to leave the Company, you are expected to provide your supervisor with at least two week's notice to allow for the time required to hire and train a replacement for your position.

EXIT INTERVIEWS. Employees resigning from Grand Rapids Building Services are encouraged to participate in an exit interview conducted by a member of the Human Resources staff. The exit interview is an opportunity for separating employees to express their opinions concerning the management and operation of our business. It is also the time to verify that you have returned all GRBS belongings include keys, access cards, identification badges, uniforms, paperwork including forms and information about our Customers and Accounts. This experience may also result in you changing your mind about leaving the Company, allowing us to explore another opportunity for you to continue with GRBS.

EMPLOYEE BENEFITS

WAGES. It is the policy of GRBS to pay wages and salaries, which are based upon the nature of the job performed. Salary increases are intended to reward above-average job performance and length of service. If you are on an hourly rated job, you are eligible to increase your wages through individual effort and performance. This may be accomplished through a merit review program. These merit reviews are made by your supervisor and consider all aspects of your work performance, including such factors as attendance and dependability, attitude on the job, the progress exhibited in learning the job, as well as the quality and quantity of work.

Should you work in an account that qualifies to participate in our annual increase program, annual increases are based upon one year since the last increase, not date of hire. Not all accounts qualify for our annual increase program.

OVERTIME. Overtime compensation will be paid to all non-exempt employees who work more than 40 hours during the normal work week. This overtime compensation shall be at one-and one-half times the employee's regular hourly rate. Paid hours that are not actually worked, for example, holidays, vacation, etc., do not count as hours worked for overtime purposes. Hours in excess of one's regularly scheduled work day may not be worked without the prior approval of the employee's supervisor.

PAYDAY. Employees will be paid every other week. Your check covers the hours worked for the previous two weeks. *Employees receive their paychecks thru Direct Deposit to the financial institution of their choice. Should you not have an account, a free pay card will be issued to you.*

We do not provide any payroll advances, loan money or cash checks. On each payday *employees will have access to their on-line payroll account to review their gross pay, deductions, and net pay.* City, state, federal, and Social Security (FICA) taxes will be deducted automatically.

Those participating in Direct Deposit will have their money deposited into their designated account no later than 9:00 a.m. on Saturday morning. Please note that your money is frequently deposited on Friday.

Those wishing to disenroll in Direct Deposit are required to do so in writing to our Payroll Department, verbal cancellations are not accepted, *followed by updated information for a new account or pay card.*

FINAL PAYCHECKS. Grand Rapids Building Services provides uniforms to all employees. The shirts are the property of GRBS. Upon termination or voluntary separation from the Company, employees must return all uniforms, keys, technology, and any other property of Grand Rapids Building Services. *Final paychecks, regardless of reason for separation, are distributed in the same manner as regular payroll services. Final paychecks are not paid out early.*

VACATIONS. GRBS recognizes the value of rest and relaxation and encourages employees to use all vested vacation benefits.

The Company shall have the right to designate the length and time of any vacation period. Employees shall arrange vacation time with their supervisor, at least four weeks in advance.

Employees scheduled for vacation must work the scheduled day before vacation and the scheduled day after vacation. Failure to do so results in forfeiture of vacation pay.

If an employee quits or is discharged, the Company will not pay for unused vacation or personal time regardless of reason for leaving.

PAID TIME OFF POLICY CHANGE.

The State of Michigan is implementing a new paid time off requirement for employees who are in positions scheduled for 1300 hours or more per year. We were already close to compliant, but we used this opportunity to enhance our paid time off program. Everything is already in place and accruing in compliance to the new legislation, but officially, the policy is in effect as of July 1, 2019. Here it is!

First, this does not impact anyone's holiday pay benefit. All employees at GRBS who work the scheduled day before and after the holiday receive six paid days of holiday after one year of service. The only exception are those employees scheduled to work 3 days per week or less. They do not receive the holiday benefit, usually branch bank cleaners.

MI PTO Policy: Each employee scheduled to work 1300 hours or more per year will earn 40 hours of MI-PTO time per year. You can begin to use what you have accrued 90 days after hire, but only in 8 hour increments. It will show up on your paycheck when the hours become available, not before. You will accrue one hour per week you work until it reaches 40 hours for the year, so this gives you five paid days off per year.

Transition to New Policy: We have started calculating your 40 hours of **MI-PTO** in compliance with the new legislation which for us, wasn't much different than what we were already doing. The only difference is employees will start to be able to use **MI-PTO** time during their first year of hire. This begins July 1st for those employees who started prior to April 1st and who are actively working at GRBS during the summer. You will see it on your paycheck stub when it becomes available (remember to put a quick link in your portal to Paycor so you can see this amount easily.) For those of you not working this summer, it will be available to you when you return in August on your first paycheck stub, and you are free to use it then.

Those of you who have been here longer than a year, your full amount accrued as of June 30 will be placed in your account available to use July 1st for any earned to date **PTO** time which may be a little earlier than originally scheduled.

For School Year-Round Employees who previously earned an additional week of vacation, you will now see that week under PTO instead of MI-PTO, and it becomes available on your anniversary date. This is still the average number of hours you worked the previous year and **ONLY available to employees who work 35 hours/week or more average for an entire year.**

What IS new is that as of July 1, 2019, this will apply to ALL Full Time, Year-Round employees who averaged 35 hours per week or more will receive a bonus week of vacation (PTO) on their anniversary date for the average hours you worked that past year. This is our thank you for being a full-time team member in our company. But note, **you must work an average of 35 hours/week to receive this bonus week**, which is another reason to be certain you are having great attendance. This extra week is something very few cleaning contractors provide, but we believe you deserve it! **Please give at least 2 weeks advanced request for the PTO time so we can plan to cover for your absence. All requests must be submitted through the employee portal. (www.grbstools.com)**

For Part Time employees hired after June 1, 2019, if you are NOT scheduled to work 1300 hours per year or more will NOT earn any MI PTO time or PTO time. They will still receive holiday pay after a year of service, but not any MI PTO or PTO.

For Part Time employees hired BEFORE June 1, 2019, we will continue to give you your average year of vacation time in the PTO category on your anniversary date in what we are calling a “grandfather clause,” because that is the paid time off structure you were given when you were hired. We did not feel it was fair to eliminate this program for you, and it is our thank you for continuing your service at GRBS. It is not available to new part time employees, so please do not confuse them

Every January 1st, we will look back for the previous year to see if we had employees not scheduled to work 1300 hours but in fact, did work more than 1300 hours and if so, will add the accrued vacation time accordingly. Similarly, if someone was scheduled to work more than 1300 hours and did not, we will stop eligibility for the MI PTO program.

How to use your MI-PTO or PTO time: First, you must still call off. You can't just submit a request though the employee portal; we need to know you are absent to fill your position. Otherwise, it is an unexcused absence and we will not approve it.

You can use your **MI- PTO or PTO ONLY** if you are absent from work or have taken a prescheduled day off. That way, we can encourage you to save PTO time for when you really need it, especially to stay home if you are sick to get better faster and not infect the rest of us. **We will ONLY process MI-PTO or PTO time if you submit the request through the employee portal. We will NOT process requests in between pay periods,** but if you forgot to fill out the request on time, you can submit for an absence and be paid in the next pay period. Remember, MI PTO and PTO is paid out in 8 hour increments only and must be absent on that regularly scheduled day to receive it (unless your final day is less than 8 hours, you can request the remaining amount.) You can use them on snow days instead of coming in too, just don't forget to submit the form and still call off.

More good news, you CAN carry 40 hours over to the next year of **MI-PTO** time. You can't save more than 40 hours of **MI-PTO** time; please be sure to use it, or you will lose it. As with all our time off policies, GRBS does not pay out any time off when you leave the company. It is meant for time off while you are working for GRBS to rest, recover or relax. If you request paid time off and do not return to work, you will not be paid for the time off. You must work the scheduled day before and scheduled day after any time off request to be paid, which has been our policy for 50 years. **The regular PTO time does NOT roll over,** so if you request time off, **we will use your regular PTO time first,** then use your MI PTO time that will roll over if not used. Remember, for one year only.

Now here is a good thing. At GRBS, **we consider Mental Health and Wellness a great reason to take time off.** If you need a day off to handle things at home, take a needed day of rest, enjoy a day outside for fresh air, or to share time with family and friends, please do, **but we must receive a week's notice for those requests.** We just want to be certain you are also saving it for when you are sick. We will not be requiring Doctor's slips for requested paid time off for less than 2 days. (If you need to request a Leave of Absence using FMLA, that's a different policy on our portal or in your handbook. FMLA is only granted for team members that have been employed with us for a year or more.)

If you have any questions, please submit them through the Portal where we have placed a PTO Questions link.

HOLIDAYS. To allow employees to celebrate holidays for their personal enjoyment, GRBS will generally be closed on each of the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day (July 4)	Christmas Day

To receive holiday pay for these days, an employee must meet all the following conditions:

1. The employee must be with the Company at least one (1) year.
2. The employee must work the scheduled day before the holiday and the regularly scheduled day after the holiday.
3. The holiday must fall on a day that the employee is regularly scheduled to work.
4. The facility must be closed on this day.

Not all accounts support paid holiday time off, such as cleaning in banks. Check with your Supervisor or Manager to verify if your account supports paid holidays.

	MI-PTO **	PTO **	Holiday **
EMPLOYEES Scheduled: 1300 or more hours per year (Averaging 25-34.99 hours)	YES	NO	YES*
EMPLOYEES Scheduled: 1300 or more hours per year (Averaging more than 35 hours)	YES	YES	YES*
EMPLOYEES Scheduled: Less than 1300 hours per year (Hired before 6/1/2019)	NO	YES	YES*
EMPLOYEES Scheduled: Less than 1300 hours per year (Hired AFTER 6/1/2019)	NO	NO	YES*
MI-PTO Max HOURS Earned:		40 hours / year	
MI-PTO Earn Rate:		2 hours/paycheck	
MI-PTO Available to Use:		90 days after hire, in 8 hours increments	
Carry Over :		40 hours / year	
PTO Max HOURS Earned:		40	
PTO Earn Rate:		Average Hours worked previous year	
PTO Available to Use:		1 year after hire, in 8 hours increments	
Carry Over :		NO - Use or Lose Policy	
Holiday Earned:		Scheduled Hours for that Day	
Holiday Available:		1 year after hire if	
Holiday *		Must be scheduled for more than 3 days/week to qualify	
** All Paid Time Off and Holiday Pay is ONLY Paid if the employee works their scheduled day before and scheduled day after.			

UNEMPLOYMENT INSURANCE. Under the Michigan Employment Security Act, you are protected against the hazards of unemployment at no direct cost to you. Benefits are derived from a payroll tax paid by us. Current revisions to Michigan Employment Security Act, specifically MCL 421.27 enacted November 2011 designates that employees placed in schools working for 3rd party contractors are not eligible for unemployment benefits. Please be aware that GRBS, Inc. is a designated 3rd party contractor therefore you most likely will NOT be eligible for unemployment benefits during periods of lay off between academic periods.

SOCIAL SECURITY. Your job is covered by Social Security and we will automatically deduct from your pay whatever percentage prescribed by the federal government. We match this contribution, as is also prescribed by federal regulations, and pay the total of the two contributions.

HEALTH INSURANCE. GRBS provides single coverage health insurance, with employee contributions, as designated at time of enrollment based upon annual policy to qualifying employees. Employee contributions are subject to annual increases, based upon policy updates and reviews with our provider.

For qualifying employees, GRBS provides the option of single coverage for all health insurance options. At time of enrollment, qualifying employees may select the option of purchasing coverage for additional qualifying dependents.

Should a qualifying employee opt out of coverage and later wish to enroll, they must either wait for the Open Enrollment Period or provide Loss of Coverage documentation within 30 days of the qualifying event.

Retirees:

Health Insurance for retirees is available for those currently enrolled at time of retirement with a minimum of 35 years of continuous service. Retiree contributions are subject to annual increases based upon policy updates and reviews with our provider.

For qualifying employees, GRBS provides the option of single coverage for all health insurance options. At time of enrollment, qualifying employees may select the option of purchasing coverage for additional qualifying dependents.

Should a qualifying retiree opt out of coverage and later wish to enroll, they must either wait for the Open Enrollment Period or provide Loss of Coverage documentation within 30 days of the qualifying event.

Dental, Vision and Life Insurance.

Dental, Vision, and Life Insurance coverage may be selected at time of enrollment for additional employee contribution rates.

ABSENCE FROM WORK

ATTENDANCE AND PUNCTUALITY. It is the policy of GRBS to encourage habits of good attendance and punctuality on the part of its employees. When your absence from work is unavoidable, arrangements should be made beforehand. When this is not possible, the office or your supervisor must be notified within four hours of the start of your scheduled work shift of the reason for your absence or tardiness and its probable duration. You will be considered as having “quit” if you are absent for *three* consecutive working days without reporting to us unless you have provide satisfactory documentation the absence and for the failure to report your absence.

Monday – Friday, 8:00 am and 10:00 pm the number to call at the Main Office is 1-800-441-4463. *After hours and weekends*, call the answering service at (616) 242-4732.

All employees must be at work at the starting hour and at the prescribed time after breaks. Unless you have the prior approval of your supervisor, employees shall not be permitted to work any period beyond the normal quitting time or prior to the normal starting time for making up time lost due to tardiness, unauthorized absence, or authorized absence for which the employee is not eligible to receive compensation. *No one is permitted to leave the work prior to scheduled end time without the consent of their Supervisor or Manager.*

Regular attendance and punctuality are important factors in your work performance. Your attendance record is considered in matters such as wage increases, promotions, and transfers. It is expected that you will be in regular attendance since irregular attendance interferes with the production efforts of your fellow employees and scheduled commitments of the company.

CALL OFF PROCEDURES

If you need to call off for a shift, you must follow the guidelines below:

1. A call off is accepted in emergency situations only. Transportation or babysitting problems are not legitimate reasons for a call off. Find alternative means to get to work and for child care emergency situations. *Create alternative plans for emergencies as they will happen and you need to be prepared for them.*
2. If you know of a future event that requires you to be off, you must get authorization from your supervisor at least one week in advance. If the supervisor does not feel the event is a legitimate reason for being off and does not authorize the call-off, you will be expected to work as scheduled.
3. Call the office as soon as you know you cannot come in. Do not wait until the last minute. All call offs must be reported at least **(4)** hours prior to the start of your shift.
4. Do not leave a building unclean! It will result in immediate termination. Worst case scenario, call the Dispatch Service at 1-800-441-4463 if an emergency occurs before 10:30 pm so we can cover the building. If the event of an emergency after 10:30 pm, call the answering service at (616) 242-4732.
5. There is no excuse for not calling in if you are going to miss work. You have been provided with all the phone numbers, keep it in a convenient location. You have a handbook with the phone numbers listed, and our phone number is listed in the phone book. A no call – no show is considered a serious violation which may lead to termination.
6. *Employees with absences are not automatically paid any available vacation or personal time at the time of the occurrence .A request must be put in the employee portal in order to get paid for that absence.*

LEAVE OF ABSENCE. At the sole discretion of the Company and upon the showing of a proper need, a personal leave of absence, without pay, may be granted to a full-time employee that shall not exceed thirty (30) calendar days. Requests for a personal leave of absence must be in writing and approved by the Company at least four (4) weeks prior to the start of the leave.

A full-time employee may also request a leave of absence without pay for disability reasons, for example, illness or pregnancy, under the same conditions as a personal leave, except that a medical leave may last up to sixty (60) days and the notice period may be shortened due to emergency. In these cases, you must submit a written statement from your doctor specifying the estimated dates the leave should begin and end. Prior to your return to work, you may be required to provide the Company with a statement from your physician indicating that you are physically able to return to work *without restrictions*. You must return to work as soon as medically able. At its sole discretion and expense and at anytime during this leave, you may be required to submit to an independent medical exam by a physician assigned by the Company. An employee who fails to return to work once physically able or within 60 days of the start of the leave of absence, whichever is sooner, shall be deemed to have quit his employment with the Company.

No leave of absence will be granted to an employee for the purpose of obtaining other employment. No vacation or holiday pay will accrue while the employee is on leave of absence. If available, an employee on a leave of absence shall be returned to their same job or a substantially equivalent job. If no jobs are available, the employee will be able to apply for open positions with the Company and will be given preference in hiring for six (6) months from the employee's return from the leave.

MILITARY LEAVE. In an effort to encourage and assist employees in the performance of their military obligations, employees who are ordered to perform inactive duty for training, active duty for training, or extended active duty with the Armed Forces of the United States shall be granted a military leave of absence. The employee upon completion of this leave shall be entitled to receive re-employment rights and other benefits as required by law.

JURY DUTY. GRBS encourages you to do your duty as a good citizen if called to jury duty. Therefore, any employee who is involuntarily called to serve on a jury panel will be allowed time off without pay to serve. Your job will be protected for you while you are serving. If an employee is released from jury duty prior to the end of the work day, he shall return to GRBS to finish his shift.

BEREAVEMENT LEAVE. In the event of a death in the immediate family of any employee, the employee will be allowed up to three (3) normally scheduled consecutive working days off without pay immediately following the death to arrange for and/or attend the funeral. "Immediate family" is defined as current spouse, mother, father, parent-in-law, sister, brother, child, grandparents, and grandchildren. Satisfactory evidence may be required to support this unpaid leave.

FAMILY AND MEDICAL LEAVE ACT (“FMLA”). Grand Rapids Building Services supports the family commitments of employees by offering leaves that help employees meet the challenge of balancing personal and professional demands. This policy complies with the Family and Medical Leave Act (“FMLA”), which provides employees with time off and a guarantee of job reinstatement provided eligibility standards are met. Eligible employees may take up to 12 weeks of unpaid Family and Medical Leave in a 12-month period to care for their own serious health condition, a family member’s serious health condition, or to care for a newly born or adopted child.

This manual contains only a summary of the Company’s FMLA policy. Any questions regarding FMLA should be directed to the Human Resources Manager.

FAMILY AND MEDICAL LEAVE

A. Eligibility. Employees may be entitled to a leave of absence under the Family and Medical Leave Act (FMLA). FMLA leave is available to “eligible employees.” To be an “eligible employee,” an employee must: (1) have been employed by the Company for at least 12 months (which need not be consecutive); (2) have been employed by the Company for at least 1,250 hours of service during the 12-month period immediately preceding the commencement of the leave; and (3) be employed at a worksite where 50 or more employees are located within 75 miles of the worksite.

B. Entitlements. The FMLA provides eligible employees with a right to leave, health insurance benefits and, with some limited exceptions, job restoration. The FMLA also entitles employees to certain written notices concerning their potential eligibility for and designation of FMLA leave.

1. Basic FMLA Leave. The FMLA provides eligible employees up to 12 workweeks of unpaid leave for certain family and medical reasons during a 12-month period. The 12-month period is determined based on a rolling 12-month period measured backward from the date an employee uses his/her FMLA leave. Leave may be taken for any one, or for a combination, of the following reasons:

- To care for the employee’s child after birth, or placement for adoption or foster care;
- To care for the employee’s spouse, son, daughter, or parent (but not in-law) who has a serious health condition;
- For the employee’s own serious health condition (including any period of incapacity due to pregnancy, prenatal medical care or childbirth) that makes the employee unable to perform one or more of the essential functions of the employee’s job; and/or
- Because of any qualifying exigency arising out of the fact that an employee’s spouse, son, daughter or parent is a covered military member on active duty or has been notified of an impending call or order to active duty status in the National Guard or Reserves in support of contingency operation.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the

employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

2. Additional Military Family Leave Entitlement (Injured Service Member Leave). In addition to the basic FMLA leave entitlement discussed above, an eligible employee who is the spouse, son, daughter, parent or next of kin of a covered service member is entitled to take up to 26 weeks of leave during a single 12-month period to care for the service member with a serious injury or illness. Leave to care for a service member shall only be available during a single 12-month period and, when combined with other FMLA-qualifying leave, may not exceed 26 weeks during the single 12-month period. The single 12-month period begins on the first day an eligible employee takes leave to care for the injured service member.

A "covered service member" means a member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is on the temporary retired list, for a serious injury or illness. A member of the Armed Forces would have a serious injury or illness if he/she has incurred an injury or illness in the line of duty while on active duty in the Armed Forces provided that the injury or illness may render the service member medically unfit to perform duties of the member's office, grade, rank or rating.

3. Intermittent Leave and Reduced Leave Schedules. FMLA leave usually will be taken for a period of consecutive days, weeks or months. However, employees also are entitled to take FMLA leave intermittently or on a reduced leave schedule when medically necessary due to a serious health condition of the employee or covered family member or the serious injury or illness of a covered service member.

4. No Work While on Leave. The taking of another job while on family/medical leave or any other authorized leave of absence is grounds for immediate termination.

5. Protection of Group Health Insurance Benefits. During FMLA leave, eligible employees are entitled to receive group health plan coverage on the same terms and conditions as if they had continued to work.

6. Restoration of Employment and Benefits. At the end of FMLA leave, subject to some exceptions including situations where job restoration of "key employees" will cause the Company substantial and grievous economic injury, employees generally have a right to return to the same or equivalent positions with equivalent pay, benefits and other employment terms. The Company will notify employees if they qualify as "key employees," if it intends to deny reinstatement, and of their rights in such instances. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an eligible employee's FMLA leave.

7. Notice of Eligibility for, and Designation of, FMLA Leave. Employees requesting FMLA leave are entitled to receive written notice from the Company telling them whether they are

eligible for FMLA leave and, if not eligible, the reasons why they are not eligible. When eligible for FMLA leave, employees are entitled to receive written notice of: a) their rights and responsibilities in connection with such leave; b) the Company's designation of leave as FMLA-qualifying or non-qualifying, and if not FMLA-qualifying, the reasons why; and c) the amount of leave, if known, that will be counted against the employee's leave entitlement.

The Company may retroactively designate leave as FMLA leave with appropriate written notice to employees provided the Company's failure to designate leave as FMLA-qualifying at an earlier date did not cause harm or injury to the employee. In all cases where leaves qualify for FMLA protection, the Company and employee can mutually agree that leave be retroactively designated as FMLA leave.

C. Employee FMLA Leave Obligations.

1. Provide Notice of the Need for Leave. Employees who take FMLA leave must timely notify the Company of their need for FMLA leave. The following describes the content and timing of such employee notices.

Content of Employee Notice. To trigger FMLA leave protections, employees must inform the FMLA Coordinator of the need for FMLA-qualifying leave and the anticipated timing and duration of the leave, if known. Employees may do this by either requesting FMLA leave specifically, or explaining the reasons for leave so as to allow the Company to determine if the leave is FMLA-qualifying. Calling in "sick," without providing the reasons for the needed leave, will not be considered sufficient notice for FMLA leave under this policy. Employees must respond to the Company's questions to determine if absences are potentially FMLA-qualifying. If employees fail to explain the reasons for FMLA leave, the leave may be denied. When employees seek leave due to FMLA-qualifying reasons for which the Company has previously provided FMLA-protected leave, they must specifically reference the qualifying reason for the leave or the need for FMLA leave.

Timing of Employee Notice. Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, or the approximate timing of the need for leave is not foreseeable, employees must provide the Company notice of the need for leave as soon as practicable and must comply with the Company's call-in procedures for daily absences. Employees who fail to give 30 days notice for foreseeable leave without a reasonable excuse for the delay, or otherwise fail to satisfy FMLA notice obligations, may have FMLA leave delayed or denied.

2. Cooperate in the Scheduling. When planning medical treatment, employees must consult with the Company and make a reasonable effort to schedule treatment so as not to unduly disrupt the Company's operations. Employees must consult with the Company prior to the scheduling of treatment to work out a treatment schedule that best suits the needs of both the Company and the employees. When employees take intermittent or reduced work schedule leave for foreseeable planned medical treatment or to care for a covered service member, the Company may temporarily transfer employees, during the period that the intermittent or reduced leave schedules are required, to alternative positions with equivalent pay and benefits for which the employees are qualified and which better accommodate recurring periods of leave.

3. Medical Certifications. Depending on the nature of FMLA leave sought, employees may be required to submit medical certifications supporting their need for FMLA-qualifying leave. As described below, there generally are three types of FMLA medical

certifications: an initial certification, a recertification, and a return to work/fitness for duty certification.

It is the employee's responsibility to provide the Company with timely, complete and sufficient medical certifications. Whenever the Company requests employees to provide FMLA medical certifications, employees must provide the requested certifications within 15 calendar days after the Company's request. The Company shall inform employees if submitted medical certifications are incomplete or insufficient and provide employees at least seven calendar days to cure deficiencies. The Company will deny FMLA leave to employees who fail to timely cure deficiencies or otherwise fail to timely submit requested medical certifications.

With the employee's permission, the Company (through individuals other than an employee's direct supervisor) may contact the employee's health care provider to authenticate or clarify medical certifications. If employees choose not to provide the Company with authorization allowing it to clarify or authenticate certifications with health care providers, the Company may deny FMLA leave.

Initial Medical Certifications. Employees requesting leave because of their own, or a covered relation's, serious health condition, or to care for a covered service member, must supply medical certification supporting the need for such leave from their health care provider or, if applicable, the health care provider of their covered family or service member. If employees provide at least 30 days notice of medical leave, they should submit the medical certification before leave begins. A new initial medical certification will be required on an annual basis for serious medical conditions lasting beyond a single leave year.

If the Company has reason to doubt initial medical certifications, it may require employees to obtain a second opinion at the Company's expense. If the opinions of the initial and second health care providers differ, the Company may, at its expense, require employees to obtain a third, final and binding certification from a health care provider designated or approved jointly by the Company and the employee.

Medical Re-certifications. Depending on the circumstances and duration of FMLA leave, the Company may require employees to provide recertification of medical conditions giving rise to the need for leave. The Company will notify employees if recertification is required and will give employees at least 15 calendar days to provide medical recertification.

Return to Work/Fitness for Duty Medical Certifications. Unless notified that providing such certifications is not necessary, employees returning to work from FMLA leaves that were taken because of their own serious health conditions that made them unable to perform their jobs must provide the Company medical certification confirming they are able to return to work and the employees' ability to perform the essential functions of the employees' position, with or without reasonable accommodation. The Company may delay and/or deny job restoration until employees provide return to work/fitness for duty certifications.

4. Submit Certifications Supporting Need for Military Family Leave. Upon request, the first time employees seek leave due to qualifying exigencies arising out of the active duty or call to active duty status of a covered military member, the Company may require employees to provide: a) a copy of the covered military member's active duty orders or other documentation issued by the military indicating the covered military member is on active duty or call to active duty status and the dates of the covered military member's active duty service; and

b) a certification from the employee setting forth information concerning the nature of the qualifying exigency for which leave is requested. Employees shall provide a copy of new active duty orders or other documentation issued by the military for leaves arising out of qualifying exigencies arising out of a different active duty or call to active duty status of the same or a different covered military member.

When leave is taken to care for a covered service member with a serious injury or illness, the Company may require employees to obtain certifications completed by an authorized health care provider of the covered service member. In addition, and in accordance with the FMLA regulations, the Company may request that the certification submitted by employees set forth additional information provided by the employee and/or the covered service member confirming entitlement to such leave.

5. Substitute Paid Leave for Unpaid FMLA Leave. Employees must use any accrued paid time off while taking FMLA leave and the paid time will run concurrently with an employee's FMLA entitlement. Leaves of absence taken in connection with a disability leave plan or workers' compensation shall run concurrently with any FMLA leave entitlement.

6. Pay Employee's Share of Health Insurance Premiums. During FMLA leave, employees are entitled to continued group health plan coverage under the same conditions as if they had continued to work. Unless the Company notifies employees of other arrangements, whenever employees are receiving pay from the Company during FMLA leave, the Company will deduct the employee portion of the group health plan premium from the employee's paycheck in the same manner as if the employee was actively working. If FMLA leave is unpaid, employees must pay their portion of the group health premium through a method determined by the Company upon leave.

The Company's obligation to maintain health care coverage ceases if an employee's premium payment is more than 30 days late. If employees do not return to work within 30 calendar days at the end of the leave period (unless employees cannot return to work because of a serious health condition or other circumstances beyond their control), they will be required to reimburse the Company for the cost of the premiums the Company paid for maintaining coverage during their unpaid FMLA leave.

D. Questions about FMLA Leave. If you have questions regarding this FMLA policy, please contact the FMLA Coordinator. The Company is committed to complying with the FMLA and, whenever necessary, shall interpret and apply this policy in a manner consistent with the FMLA.

99999 (707) 449645.1

MISCELLANEOUS

ACCIDENTS AND INJURIES. All accidents involving company vehicles or equipment, customer property, or people, no matter how trivial, must be reported immediately to your supervisor with as much information as possible. Failure to report an accident or injury may result in disciplinary action.

In the event that an on-the-job accident or injury does occur, you must immediately report this injury or accident to your supervisor for examination and evaluation. Your supervisor will see that medical attention is administered if necessary. Your supervisor should also be notified if you become sick while at work and will give any necessary assistance in these situations.

Any injuries you sustain in recreational activities on company property, regardless of when such activities are conducted, are your sole responsibility. The Company assumes no liability for any such injuries.

VEHICLE POLICY AND GUIDELINES. Any employee driving or riding in Company vehicles must wear seat belts at all times while inside the moving vehicle. All vehicles are to be kept neat, clean and in an orderly manner during and after each shift. Smoking is not allowed in any Company vehicle.

The employee is responsible for any parking or traffic tickets incurred while driving a Company vehicle. *All violations must be reported to the Company at the time of the incident.*

Employees responsible for Company vehicles are required to maintain a routine maintenance log, reporting needs and discrepancies to their managers.

COMPANY PROPERTY. All employees are urged to be as careful when using vehicles, tools or any other property owned by the Company or by co-workers. Each employee should treat the property of others and the Company as if it were his own.

Each piece of property the Company owns represents an investment in job security for our employees. Employees should treat their responsibility seriously. Anyone found to be misusing or destroying company property will be subject to discipline, and/or charged for repair or replacement of property involved. Any defective equipment should be reported immediately to your supervisor.

THEFT. Grand Rapids Building Services has a ZERO TOLERANCE for theft. Our customers have every right to expect that our services will be provided consistently and without loss. It is the employee's responsibility to think and act wisely while cleaning in an account. Employees are to refrain from putting themselves in situations where they may be accused of theft. The removal of pop cans and candy from desks is considered theft. If it doesn't belong to an employee, they are not to remove it from the site.

Should a theft be identified to have occurred by an employee of Grand Rapids Building Services, the employee and all evidence related to theft, will immediately be reported to the police and will be pursued to the fullest extent of the law.

Should you believe that a co-worker has stolen from the Company, it is your responsibility to protect our customer and all of our jobs, by reporting the suspect act to your Manager or Human Resources immediately.

CUSTOMER RELATIONS. You are usually our customer's closest contact with our Company. The impression you create by your work, attitude, appearance, cooperation, and your attention to details and company policies will be important in making your job secure and insuring our Company's success. The following are some basic rules that will help you establish good customer relations:

1. Do not use customer's radio, T, computers, calculators, typewriters, or any other entertainment device, or any other office equipment, nor should you bring your own.
2. Do not use the customer's phone to make personal calls. Only emergency calls to your supervisor are permitted.

3. Do not disturb papers on desks, open drawers, cabinets, closets, or files unless instructed to do so.
4. Do not read correspondence or literature on desks or files.
5. Do not throw away any papers or other items into trash unless they are in the wastebaskets or clearly marked as trash.
6. Turn out the lights when you are finished in an area unless otherwise instructed.
7. Do not discuss customer's business with anyone. Do not discuss your personal problems or volunteer any information regarding the Company. If you have any reason to discuss your duties, pay, or any problems, do so with your supervisor or Human Resources.
8. Do not take candy, gum, clips, or any such items for your own use.
9. Utmost care should be used in handling customer's property. If any damages occur, notify your supervisor at once. Do not wait to report the damage.
10. Only authorized personnel are to be admitted to your work area. Visitors or friends are not allowed on the job. Authorized personnel will have their own keys, so never admit anyone into the customer's premises. This includes members of your family.
11. If you receive ANY complaints from a customer, you must report them IMMEDIATELY to your supervisor or the office. By responding immediately to customer complaints, we will maintain our commitment to quality service.

COMPANY SECURITY. One of the company's responsibilities is to provide security for its property and employees and the property of its customers. Knowledge of and compliance with the Company's security procedures is required of every employee.

All employees and their possessions, as well as all company and customer property will be subject to search and surveillance whenever the Company feels such action must be taken to maintain security or protect its property. These activities will be conducted only when deemed reasonably necessary and will be handled in as discrete a manner as possible to avoid personal embarrassment.

SECURITY PROCEDURES

1. Employees are checked in and out of the facility by their supervisor on every shift.
2. Nothing is taken out of the facility that the employee did not bring in with him. This includes pop cans or other articles left out or placed in the trash by clients.
3. If a client gives an employee an item to take home, the employee gives it to the supervisor of the facility for verification. When the supervisor has verified the client did give the item to the employee, it will be returned to the employee to take home.
4. Employees are to lock every door behind them to ensure the office is secure before, during and after cleaning. Interior and Exterior doors are never to be propped open or left unlocked.
5. Employees are to report any office left open when they arrive so we can assist our clients with their own security measures.
6. Employees never open anything except a door. Employees never open desk drawers, file cabinets or any other item.
7. Employees never open doors for anyone. If any individual seeks to gain admittance to a facility, the employee must get their supervisor.
8. Employees must remain in uniform at all times, making them easily identified as a cleaning staff member.
9. Push and pull on all exterior doors to confirm that they are truly locked.
10. Touch all windows to confirm that they are closed and locked.

COMPLAINT PROCEDURE. It is the Company's desire to provide good working conditions and maintain harmonious relationships among employees as well as between employees and management. Therefore, in order to properly handle any complaints that may arise, a formal complaint procedure has been provided.

If a complaint does arise, it should first be discussed with your immediate supervisor. If that does not produce a satisfactory settlement, you may then request to speak to or present the complaint in writing to the Human Resources Director. The complaint will then be investigated and acted upon, if appropriate. The employee will also be notified of the decision of the Company regarding the complaint. Whenever possible, all complaints will be held in the strictest confidence. All persons should understand that the time spent handling complaints should be minimized in the best interest of employees and the Company. The management of GRBS, encourages open communication channels and we will harbor no resentment to respectable complaints or criticisms. We believe that one very important way to improve our Company and ourselves is to pay attention to constructive complaints and criticisms.

Do not spend your work time discussing your complaint or concern with those that have no power to address or impact your concern. Your co-workers will not benefit from the uncomfortableness or complaining or gossiping with them. Be direct with your supervisor, manager or Human Resources Director, ensuring prompt review of your concern.

DISCIPLINARY PROCEDURE. As in any organization, rules governing the conduct of all employees are as necessary as regulations governing the conduct of people who live in our community. We try to keep our rules to a minimum, but there are some which are necessary for the Company to run smoothly and for the protection of all employees. Persons who tend to "play by their own rules" usually end up trespassing on the rights of other people and are not a member of our team. We will help such employees correct their conduct, but the primary responsibility for abiding by the rules rests with the employee..

Any employee who violates any of the Company's rules or general standards of employee conduct shall be subject to disciplinary action. While the Company reserves the right to discharge any employee at will, in some cases the disciplinary action may result in either verbal or written warnings, suspension or discharge. Employees on suspension will not be entitled to vacation and holiday benefits. The Company will assess numerous factors in determining the degree of discipline rendered. Among others, these factors include seniority, severity of the conduct violation, impact on the company, state and federal laws and extenuating facts and circumstances of the incident. Disciplinary action will be applied in a nondiscriminatory manner. Examples of offenses that could result in discipline are as follows:

Major/Serious Offenses

You may be dismissed immediately if you should commit any of the following offenses:

1. Theft, attempted theft or the removal of property without proper authorization. This may include failure to report theft occurring by a co-worker.
2. Possession, selling, use or being under the influence of drugs or alcoholic beverages on company time or premises.
3. Arrest and/or conviction of a serious criminal offense.
4. Gambling on company time or premises.
5. Hitting, pushing or otherwise striking another person, abusive language, harassment, discourteous treatment, or intimidation to fellow employees or customers.
6. Horseplay or violation of safety rules and guidelines including, but not limited to, failure to report injury, accident or defective equipment to a supervisor.
7. Excessive absenteeism or tardiness, consecutive or otherwise, reporting a false absence, working another job while absent.
8. Refusal or failure to complete a job assignment or follow the instruction of a supervisor or manager. Deliberately restricting quantity and quality of output, or soliciting others to do the same.
9. Leaving your job without proper authorization.
10. Failure to accurately clock into the ATA or any other assigned time keeping system or using another employee's timecard.
11. Excessive time at rest periods, loafing or sleeping on the job, being way from your job without proper authorization.
12. Falsification of company records including but not limited to employment applications, time records, etc.
13. Smoking or snacking in other than designated areas, including the prohibiting of smoking on school property in accordance to State of Michigan law.
14. Soliciting on company time or premises.
15. Disclosure of confidential company information.
16. Failure to maintain and present a high degree of personal cleanliness at all times.
17. Unauthorized parking or exceeding the 10 M.P.H. speed limit in the parking lot.
18. Intentionally damaging or defacing the property or belongings of the customer, the customer's employees, fellow workers, or the Company.
19. Committing a crime other than a minor traffic violation.
20. Possession any time of fire arms, ammunition, explosives, knives or other items considered to be or designed to be dangerous or deadly weapons on company time or premises.
21. Unauthorized entry of restricted areas.
22. Sexual harassment of other employees, vendors, and/or customer's employees. This includes acts of harassment as well as verbal offenses including innuendos and pictures.
23. Creating a false fire alarm.
24. Duplicating keys or master keys.
25. Removing customer and Company property or having it one's possession without authorization.
26. Failure to report accidents, injuries or other safety rule violations.
27. Failure to report the known or suspected act of theft or violence of others.
28. Any offense of a serious nature not in the best interest of the company or its employees, including violation of any policy set out in this handbook.

EMPLOYEE RECORDS. It is important for you to notify the office of any change in your name, address, telephone number, marital status, number of dependents, or beneficiaries. It is also important that the name of the person to notify in the event of illness or accident be kept current.

EMPLOYEE SAFETY AND HEALTH. GRBS will provide a safe and healthy work environment for all employees. Employees are expected to comply with all safety and health requirements whether established by management or by federal, state or local law. Any safety or health violation or any accidents resulting in injuries to employees should be reported immediately to your supervisor or management. Safety equipment must be used at all times.

We are constantly concerned with your safety. Concern on the part of every employee must be displayed in order for safe working conditions to be maintained. You are expected to report unsafe working conditions in order that any potential hazard can be eliminated. It is your responsibility to practice safe working habits. Acceptance of this responsibility is essential if you and your fellow employees are to maintain a safe and secure working environment. It is individual action – your action – that results in safe work practices and makes the company a safe place to work.

Labels have been placed on the containers of all chemicals by their manufacturers. These labels identify the chemical in the container along with the appropriate hazardous warnings and the name of the manufacturer. These labels are not to be removed at any time.

The Company also maintains Safety Data Sheets (SDS) for all chemicals used in the work place. These SDS labels identify the chemical and provide other information relating to spill procedures, personal protection and health data. These SDS are available to all employees upon request.

Chemicals are always to be disposed of in accordance to the safety standards as specified by the manufacturer, which may be found on the container or on the SDS sheets. No one is ever approved to dispose of any chemicals by pouring them outside on the ground, on pavement, in the grass or directly into a storm drain. Violating this will lead to immediate termination.

General Safety Rules:

- 1. Safety is everyone's responsibility therefore everyone must remain mentally engaged while working, always thinking about how to stay safe and keep others safe*
- 2. Do not use equipment or chemistry on which you have not been instructed to use*
- 3. Always report broken equipment or supplies*
- 4. Use gloves, goggles, ear plugs to remain safe*
- 5. Always use wet floor signs on wet spots, floors and entrances (especially in the winter and other inclement weather)*
- 6. All chemical containers and bottles are to be properly labeled*
- 7. Horseplay is never permitted on the job site*
- 8. Report any and all unsafe or hazardous conditions that you are not able to correct yourself*
- 9. Ensure that proper lifting techniques are followed at all times*
- 10. Never report to work under the influence of any substances; report those that do*

Hazardous Materials and Waste (Right to Know):

- 1. You have a legal "right to know" about the consequences and precautions for working with hazardous materials, chemistry and waste while on the job.*

2. *Locate and read the Safety Data Sheets (SDS), ensuring you know how to properly use the products with which you will be working.*
3. *Carefully read all labels and warnings.*
4. *Inform your supervisor of any spill or accident and use appropriate procedures to report or clean up the product.*

GENERAL INFORMATION.

1. All work and storage areas shall be maintained in a neat, orderly and businesslike manner.
2. Smoking is not permitted in any building and never on school property.
3. At the end of the work day, a general “clean up” of each employee’s work area shall be accomplished before leaving the premises. Clean and neat work areas evidence a sense of pride in one’s job.
4. The Company will assist its employees in safeguarding their personal property while at work. However, GRBS cannot assume responsibility for the personal belongings of its personnel. *We strongly recommend that you only bring essentials into the work site, leaving all other personal property at home or locked in your vehicle.*
5. All employees are expected to treat company property with respect and to make a sincere effort to maintain all property in the best possible condition at all times. If a machine or device becomes broken or unusable, it is your responsibility to notify your supervisor immediately and to get his permission before attempting any repairs.
6. In an emergency or problem situation, call the designated number or answering service given to you by your supervisor and leave your message with them. Always leave a phone number where you may be reached.
7. Report immediately the following:
 - Any emergency
 - Any injury to yourself, another employee, the building or equipment
 - Any emergency repairs needed
 - Any lost or missing keys
 - Any money or things of value that you find
 - Any breakages or damage to customer property
 - Any unknown or suspicious person or happening in the building
8. Only use equipment and cleaning supplies authorized by our Company. Do not bring any equipment or supplies from home. If you need something or have any questions, contact your supervisor or the office.
9. Reasonable care of property, equipment and supplies is expected of you. Put all tools away properly and keep janitorial closets orderly and clean.

HARASSMENT. All employees have the right to work in an environment that is free of offensive kinds of behavior. Any employee conduct, whether intentional or unintentional, that results in the harassment of another employee because of or on the basis of religion, race, color, national origin, age, sex, height, weight, marital status or handicap is prohibited. Such harassment robs the employee/victim of self-esteem, violates state and federal civil rights laws and is against company policy.

If you feel you have been subject to harassment, **including sexual harassment**, you are urged to immediately advise your supervisor, the Human Resources Director, or any member of management. Sexual harassment has been defined generally as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual
- Such conduct has the purpose or effect of substantially interfering with a person's work performance or creating an intimidating, hostile, or offensive work environment.

All complaints will be investigated immediately and, to the greatest extent possible, kept confidential. The offending employee will be subject to disciplinary action up to and including discharge.

PERSONAL APPEARANCE. We want to stress the importance of personal appearance and cleanliness. A well-groomed employee makes a good impression both for GRBS and the employee. Therefore, all employees shall maintain the highest standard of personal cleanliness and grooming and shall present a neat, professional, businesslike appearance at all times during work hours. All employees who are provided a uniform shall wear it during working hours. Extremes of any style are not permitted. For instance, shorts, tank tops and clothing with rips or tears are not permitted. *Work boots are to be worn at all times.* Boots that offer support, comfort, and are skid resistant are required. Sandals, flip flops, moccasins or open-toe shoes ARE NOT permitted.

UNIFORMS. During orientation, all employees are furnished with Grand Rapids Building Services uniform(s), with count, color and style of uniform determined by the specific account to which they are assigned.

All employees are responsible for keeping their uniform clean at all times. No excuses will be tolerated for failing to wear the uniform for each assigned work shift. Repeated failure to wear the proper uniform may result in a write-up and may lead to termination for failing to comply with company policy.

When employment is discontinued, regardless of reason, employees are expected to return the uniform(s) in a neat and clean condition. In the event of loss of the uniform, regardless of reason, the employee agrees to pay the replacement cost for the uniform.

Company policy prohibits wearing of shorts or sandals at any time during any assigned shift. For the sake of safety and professional appearance, all employees are to report for work in a neat and clean Grand Rapids Building Services uniform, long tan pants and work boots. Hair is to be combed and, if long, neatly pulled back at the nape of the neck. Shirt is to be tucked in and a belt is to be worn.

PERSONAL TELEPHONE CALLS. In the event of an emergency, personal calls may be made on public telephones with the permission of your supervisor.

2-4-6-8 Your Cell Phone Can Wait.

Cell phones on the job hurt productivity and focus. Please let your family and friends know that you will respond to calls, text messages and all forms of social media while clocked in at work. However, because of breaks and lunch periods, you are able to review your phones every two hours.

Customers who see employees on their phones feel they are being “cheated” because they are paying us for your time. When you aren’t working, you are viewed as lazy and non-productive. One careless moment will ruin your reputation. The best way to keep your reputation in place is to only use your phone during authorized breaks in authorized areas. Nor do customers appreciate hearing your personal conversations including argument with family and friends.

Excessive and/or unauthorized personal calls may result in disciplinary action. Cell phones are only to be used in authorized areas during authorized breaks. Being allowed to carry your phone while on duty is a privilege, do not be careless and lose that privilege. Or worse, be terminated for abuse of your phone while clocked in.

SOLICITATION AND DISTRIBUTION. In the interest of efficiency, convenience, the continued good will of our customers and for the protection of our employees, there shall be no solicitation or distribution of literature of any kind by any person during actual working time in customer service or working areas. This policy does not apply to break or meal periods or to nonworking areas.

SUBSTANCE ABUSE. GRBS believes that abuse of alcohol and narcotics is harmful to the employee, work place and society. The use, possession or sale of drugs or alcohol on company premises is prohibited. Also, being under the influence of drugs or alcohol on company premises during working hours is prohibited since this unnecessarily endangers the health and safety of not only yourself, but also your fellow employees.

Because of the seriousness of this problem, all applicants for employment and active employees may be required to undergo drug and alcohol testing at the discretion of the Company. This testing may be an Oral Quick Test or it may be performed by a reputable hospital or independent laboratory using qualified and trained medical technicians or professionals. The Company will choose this facility and the employee or applicant will be transported to and from the testing center. Positive testing of drug or alcohol use or abuse or refusal to submit to this testing will be grounds for discipline up to and including discharge. Should the test prove negative, the employee will be returned to work without discipline or loss of pay.

FOR EVERYONE’S HEALTH AND SAFETY, PLEASE HELP US MAINTAIN A DRUG AND ALCOHOL FREE ENVIRONMENT AT WORK.

WORK RULES. The Company maintains established work rules, which you are expected to observe as posted in this Handbook. There may be additional Work Rules specific to your account which may be obtained from your supervisor. It is your responsibility to become familiar with these rules. Violations of any work rule or one of the foregoing working requirements may result in appropriate disciplinary action.

ACCIDENT REPORTING PROCEDURES

Have you been injured while working? The following procedures are to be followed in case of accident or injury to any employee, which occurs while in the performance of duties for GRBS:

1. Report any injuries, however slight they may seem to be at the time, to your immediate supervisor at once. The report must be made immediately following the injury.
2. Your immediate supervisor will administer first aid or contact the Director of Human Resources to coordinate medical services thru a local Occupational Health Services provider. It is necessary to obtain authorization from your supervisor before reporting to any clinic for services.
3. Do not go to your private physician. GRBS will only provide the services at a pre-approved Occupational Health Services site.
4. In the case of extreme emergency, your supervisor will contact the Emergency Services in your area (911). They will determine the need and either transport or call for ambulance service.

If treatment by a specialist is necessary, Occupational Health Services will refer you to the proper physician. Medical Services received from an employee's personal physician will not be paid for by GRBS

Grand Rapids Building Service, Inc. will accept the responsibility for payment of medical services only when such services are provided under the provisions outlined above.

Break Time & Lunch. GRBS (GRBS) believes in the concept of rejuvenating during designated break and lunch periods as detailed in the policy below.

While all employees are expected to participate in break and lunch times, extended break times and lunch periods are not allowed and are subject to disciplinary action. First offense will result in write up; Second offense will result in termination.

Break Times:

Breaks start from the moment work stops until the moment work resumes which means that one should not travel far from their work station as any time required to walk to designated break areas and restrooms is included in the 10 minutes break. More frequent breaks are not allowed nor is the break time to extend beyond 10 minutes. Because break times are paid, employees are not allowed to leave the premises.

During one four hour shift, there is one break to consist of 10 minutes.

During an 8 hour shift, there is one 10 minute paid break at the mid-point of the first half of the shift and one paid 10 minute break at the mid-point of the 2nd half of the shift.

Lunch Breaks:

Employees scheduled to work more than 6 hours per evening are required to take a 30 minute break. This is unpaid time. It is not optional as to whether or not an employee takes the 30 minute lunch break; it is a requirement and the 30 minutes will be deducted from an employee's time each day.

The lunch break time will be assigned and expected to be honored at that time. One may not hold the lunch break until the end of the day and leave early.

The 30 minute lunch break begins from the moment work stops until the moment work resumes which means that one must allow for travel to the designated break area and restrooms.

While not encouraged to do so, employees may leave the premises during their 30 minute unpaid lunch break. All Employees are required to clock in out to the ATA system for their lunch break, regardless of whether or not they leave the work premises.

Company Cell Phone Usage: Researchers at the University of Toronto Found that the risk of having a traffic accident while using a cell phone is the same as that while driving drunk. Their findings were published in the New England Journal of Medicine. The study shows that cell phone users were 400 to 500 times more likely to get into traffic accidents than those who do not use them. “Telephones that allowed the hands to be free did not appear to be safer than held-held telephones,” the study said.

Using a cell phone while driving leads to an increased risk of having an accident through a lack of attention to driving. Inattention is the #1 cause of vehicle accidents in America. Therefore, GRBS deems it prudent to implement the following cell phone policies while driving on behalf of the Company while in your own vehicle or a Company Vehicle:

- ❖ Cell phones are not to be used while operating a vehicle.
- ❖ Allow voice mail to handle your calls and return them at your safe convenience
- ❖ If you need to place or receive a call pull off the road to a safe location.
- ❖ Ask a passenger to make or take the call.
- ❖ Inform regular callers of your driving schedule, and when you will be available to talk.
- ❖ Keep your hands on the wheel (*10 and 2*) and your mind on the road while driving.
- ❖ Texting while driving is illegal in Michigan. Don’t do it. People who text and drive – DIE!

Company Provided Phones: You will be held responsible for full replacement costs if your Phone is lost, stolen or damaged because of abuse and/or neglect. The Company will cover the cost for natural wear and tear maintenance issues that occur for your phone.

Company phones are provided for Company use. Do not give your Company phone number out to friends and family.

Using your Company phone texting feature for any feature outside of work coordinate is unacceptable. You may not discipline or terminate other employees using texting. It is also not to be used for social medias such as Facebook or Twitter. At no time is it acceptable to use to Company phone to transmit any type of material that may contain language or pictures that are sexual in nature. Remember, nothing ever disappears from the internet or cell phone networks. The person who may be MOST embarrassed by the inappropriate use of your phone may be YOU!

Mileage Reimbursement Policy: For employees in positions requiring travel, a mileage bonus program *is available which is paid out bi-weekly on your paycheck.*

Mileage reimbursement is considered a bonus, versus an entitled benefit, because the time spent for travel is paid.

For those accumulating travel miles on behalf of the Company, beyond their agreed upon home base, may be allowed a specific bonus amount per mile

Guidelines:

1. GRBS does not pay for your commute to and from work.
2. *Mileage sheets must be turned in weekly to your Manager. Your Manager will audit the report and submit for calculation.*
3. *Confirmed work miles are translated to a financial balance and paid out bi-weekly on your payment.*
4. *All mileage submitted late will be held for payment for the next natural occurring payday.*

Employee Dating:

GRBS recognizes that employees spend a great percentage of their time working together and through that time, friendships form which may easily transition into dating relationships. While that transition can be a natural occurrence for people, dating relationships in the workplace have the potential to create unhealthy work relationships with disruptive results. In an effort to avoid unhealthy work relationships for both parties and when appropriate to do so, accommodate the relationship, GRBS has established a policy on dating relationships within the workforce. This policy has been developed to protect those involved in the relationship, their co-workers, their leadership and the Company.

General Cleaners working in the same account must be separated and moved to different buildings within the account. The Company, in it's sole discretion, will determine who will be transferred.

Transfers may result in change of hours, change in pay and possible change in benefits eligibility. When possible, reasonable efforts will be made to transfer to like, or similar, positions, but the Company does not guarantee this result.

Supervisors and general cleaners will be separated to different buildings. Because leadership placement presents the greatest burden to the Company, generally the Supervisors remains in their positions but the Company, in it's sole discretion, will determine who be transferred.

Supervisors and Management may not date each other, as to do so jeopardizes the customer and the integrity of service to all employees within the Manager's territory.

Employment of Family Members:

The employment of qualified relatives of employees may create real or perceived conflicts of interest. GRBS will exercise sound business judgement in the placement of related employees in accordance with these guidelines:

1. *Relatives are permitted to work within the same facility provided there is no direct reporting to supervisors or management.*
2. *No relatives are permitted to work in positions in which the Company believes there may be an inherent conflict of interest.*

Conclusion:

The success of the employment experience is primarily based on an employee's ability to follow directions, willingness to do the work and able to physically perform the work. Employers may have the tools and ability to influence the success of an employee, but ultimately, the employee must decide to give their best.

Work ethic cannot be taught. The desire to align, be productive and stay focused on the task at hand, including coming to work every day and arriving on time, is up to the employee.

We welcome to your team and if we may assist you in achieving your success with GRBS, we look forward to hearing from you. As partners, we will create an honorable work environment which benefits the needs of the customers and the Company and, of course, you.