

# Employee Handbook

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RIGHT PEOPLE, RELIABLE EXPERIENCE



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MEMBER





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## INTRODUCTION

An interesting and challenging experience awaits you as an employee of Prestige Maintenance USA, LTD, (as known as “the Company”). We have written this handbook in order to answer some of the questions you may have concerning the policies of the Company. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any policies, please ask your direct supervisor or a member of the Company Human Resource Department for assistance.

## PURPOSE STATEMENT

We are a result-oriented company. We provide visual and measurable results for both our employees and customers. The purpose statement is “Right People, Reliable Experience”

The 4-Rs – Respectful, Responsive, Reliable and Results Driven.

We strive to achieve four goals when working with our team and our customers:

***Respectful...***

We respect our employees, customers and the environments in which we do business.

***Responsive...***

We respond quickly and efficiently to our employees and clients on a daily basis.

***Reliable...***

We do what we say we are going to do. Our employees and clients can trust that we will handle what needs to be done.

***Results Driven...***

Our rewarding work environment translates into consistent quality results and customer satisfaction.

## PHILOSOPHY

We know that our Company can be only as good as the people who work with us. We strive to employ the best people for each position within our Company and take every opportunity to encourage them to reach their highest potential and goals. We believe that the prosperity and security of our Company goes hand-in-hand with employees who are skilled and knowledgeable in their work. We are “Investors in People” and believe that to maintain high levels of service and to improve upon that standard, we must involve, engage and empower all employees in issues that directly affect them.

We are driven by our core beliefs to constantly strive for quality improvement in our employment practices, our business relationships and in our leadership role; by creating and sustaining both a personal and a Company focus on the needs of our employees and customers. Through our actions, we demonstrate a clear commitment to the Company mission, values, goals and expectations that promote quality and performance excellence.

We believe that every interaction our Company has with a potential or current customer helps to define us as a Company. From our viewpoint, the only way to survive and profit in today's hypercompetitive market is to consistently provide exceptional customer experiences, superior service and deliver value.

### **EMPLOYMENT AT WILL**

Our Company is an "at will" employer. This means that employment with the Company is for no definite period of time, and either the Company or its employees may terminate employment at any time with or without cause, with or without notice and for any reason or for no reason. The employment-at-will relationship cannot be varied and remains in effect regardless of any statement made in this handbook, the Company policies and practices or any other written or oral communication. Only the Managing Partners have the authority to make agreements concerning length of employment. Such agreements must be in writing and signed by the Managing Partners.

### **PURPOSE OF THIS HANDBOOK**

The Employee Handbook is meant to provide a summary of information and guidelines about the Company policies, working philosophy, employee benefits and more. The employee handbook and any other information regarding the relationship between the Company and its employees are presented for information and reference only, are not intended to and do not create a term of employment or an employment contract, express or implied, between the Company and its employees and do not limit or restrict the Company in creating or terminating relationships with its employees. Further, these policies are guidelines only, and the Company may add to them, delete them, vary from them, and/or interpret them at its sole discretion except employment-at-will which can only be modified in writing by the Managing Partners.

### **DEFINITIONS**

- The term "Company" as used throughout this handbook means Prestige Maintenance USA, LTD.
- The term "employee" as used throughout this handbook means employees of the Company.
- The term "employment" as used throughout this handbook means your employment with the Company.
- The term "direct supervisor" as used throughout this handbook means a designated supervisor working for the Company. The direct supervisor is the management person who performs the employee's performance review.
- The term "customer" as used throughout the handbook refers to the Company's clients who purchase services and/or products.

### **NOTICE TO EMPLOYEES**

In drafting this Employee Handbook, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we may have used the masculine pronoun. This use should be considered to refer to both genders.



This Employee Handbook supersedes all previous Company handbooks and policies. In addition, this handbook supersedes all prior management memos to the extent that such memo contradicts a subject or policy covered therein.

### **CHANGE IN POLICY**

The policies in this handbook are subject to change at the sole discretion of the Company. We will notify you of these changes by appropriate means. Changes will be effective on dates determined by the Company, and you may not rely on policies that have been superseded. No supervisor or manager has the authority to alter the foregoing.

If you are uncertain about any policy or procedure, please contact your direct supervisor or the Human Resource Department for the latest copy of our handbook.

### **CONTACTS FOR COMPANY COMMUNICATIONS**

Employees who have a concern about their employment, a question about any aspect of this handbook or any of the policies and procedures referenced herein should contact their direct supervisor or Human Resources at the following number or email address:

Company's Integrity Hotline  
1-800-321-4773  
[hotline@prestigeusa.net](mailto:hotline@prestigeusa.net)

The employees' Company's Integrity Hotline allows you to report concerns anonymously, but the more specific information the Company receives the better matters may be investigated and any appropriate action taken.

## **EMPLOYMENT POLICIES**

### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

The Company provides equal employment opportunities to all employees and applicants in accordance with applicable federal, state, and/or local laws. In addition, the Company complies with applicable federal, state, and/or local laws governing nondiscrimination in employment at every location in which the Company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Company actively seeks and employs the best person qualified to perform the duties of each position, without regards to race, color, religion (including religious dress and grooming), sex (including



pregnancy, childbirth, breastfeeding and related medical conditions), national origin (including language use restrictions), ancestry, age, physical or mental disability (including HIV/ AIDS), medical condition (including cancer and genetic characteristics), denial of family and medical care leave, height or weight, genetic information, military or veteran status, gender, identity and gender expression, sexual orientation and marital status or any other category protected by federal, state or local law.

### **IMMIGRATION REFORM AND CONTROL ACT**

As required by the federal Immigration Reform and Control Act of 1986 (IRCA), Prestige Maintenance USA, LTD only employs individuals who are authorized to work in the United States. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility.

If an employee is authorized to work in this country for a specified period of time, proof of renewed employment eligibility must be provided prior to the expiration of the current authorization period in order to remain employed.

### **AMERICANS WITH DISABILITIES ACT**

Prestige Maintenance USA, LTD is committed to providing equal employment opportunities to otherwise qualified individuals with disabilities so they can perform the essential functions of the job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to the Company. In general, it is your responsibility to notify the VP of Human Resources of any need for accommodation. All employees are required to comply with Company safety standards. Current employees who pose a direct threat to the health and/or safety of themselves or other individuals in the workplace will be placed on leave until an organizational decision has been made in regard to the employee's immediate employment situation. Individuals who are currently using illegal drugs are excluded from coverage under the Company's ADA policy.

Reasonable accommodations to allow employees to perform the essential functions of the job may include, but is not limited to: changes in the work environment, job restructuring, part-time or modified work, reassignment to a vacant position, acquisition and/or modification of equipment or devices, additional training, and/or temporary leaves of absence. No specific form of reasonable accommodation is guaranteed. Whether accommodation is required, whether it is feasible, and the type of accommodation that is provided is dependent upon many factors. To facilitate this process, you may be asked about the type of accommodation you believe is necessary, the functional limitations caused by your disability, and/or permission to obtain information from your physician.

Only Human Resources may implement this policy, including the resolution of reasonable accommodations, safety threats and/or undue hardship.

## **EMPLOYMENT STATUS**

Employment is available to individuals at least 18 years of age on regular or temporarily basis. Note: For employees who are going to drive on behalf of the company the minimum age required is 21 years of age. Full or part time status is based on the number of hours worked per week, with full-time employees regularly working 30 or more hours per week. Regular- status employees are eligible for Company benefits based on criteria set forth each plan. All Employees are held accountable to the policies, practices and behavioral expectations of Prestige Maintenance USA, LTD.

## **PERSONNEL FILES**

The Company maintains a personnel file on each employee at the Main Office. You may review your personnel file upon request and in the presence of an authorized Human Resource representative determined by the Managing Partners. If you are interested in reviewing your file, contact Human Resources to make an appointment.

To ensure that your personnel file is up-to-date at all times, notify your direct supervisor or Human Resources of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, scholastic achievements, the individuals to notify in case of emergency, and so forth. An *Employee Change of Status Form* will need to be completed and turned into the Human Resource Department for data entry, documentation and retention purposes.

The Company maintains a personnel file on each employee. This personnel file includes such information as the employee's new hire paperwork, change of status forms, records of training, documentation on performance appraisals and salary increases, disciplinary records and other employment records.

Personnel files are property of the Company and access to personnel files is restricted. Generally, only executive and Human Resources personnel of the Company who have legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact Human Resources. With reasonable advance notice, employees may review their own personnel file in the Company's offices and in the presence of an individual appointed by the Company to maintain files. Documents may not be removed from the file or altered in any way.

Any request to view documentation in personnel files must be directed to Human Resources. Only Human Resources is authorized to release personnel file documentation about current or former employees.

Disclosure of personnel information to outside sources will be limited. However, the company will cooperate with compulsory requests from authorized law enforcement or local, state or federal agencies conducting official investigations and as otherwise legally required.



## COMPENSATION POLICIES

### CLASSIFICATIONS OF EMPLOYMENT

For purposes of salary administration and eligibility for overtime payments and employment benefits, the Company classifies its employees as follows:

- **Full-Time Regular Employees** – Employees hired to work the Company’s normal, full time schedule or a minimum of thirty (30) hours per work week on a regular basis. Such employees may be “exempt” or “non-exempt” as defined below.
- **Part-Time Regular Employees** – Employees hired to work fewer than thirty (30) hours per week on a regular basis. Such employees may be “exempt” or “non-exempt” as defined below.
- **Temporary Employees** – Employees engaged to work full time or part time on the Company’s payroll with the understanding that their employment will be terminated no later than upon completion of a specific assignment. Such employees may be “exempt” or “non-exempt” as defined below. A Temporary Status shall not exceed 90 days without the written approval of the Managing Partners. Employment is at-will meaning the assignment can be ended by the Company or employee at any time during the assignment, with or without cause or notice.
  - Note that a temporary employee may be offered, and may accept, a new temporary assignment with the Company and thus still retain temporary status.
  - Note that employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not of the Company.
- **Non-exempt Employees** – Employees who are required to be paid minimum wage and overtime at the federal or state prescribed wage rate, whichever is higher.
- **Exempt Employees** – Employees who are not required to be paid minimum wage and overtime, in accordance with federal and/or state wage and hour laws, for work-performed beyond forty hours in a workweek. Executives, professional employees, outside sales representatives, certain computer programmers and employees in administrative positions are typically exempt.
- **Outside Sales Professionals** – Employees who are required to sell merchandise and/or services outside any of the Company’s places of business.

Traditionally a base salary plus commission on sales above prescribed goals will be paid. Sales goals, pay structure and expectations are assigned at time of employment in your offer letter. Sales Professionals are considered Full Time Exempt Employees.

### **INTRODUCTORY PERIOD**

An employee's first ninety (90) days of employment are considered to be an Introductory Period. This is a time when you become acclimated to the Company culture, learn the job and expectations, and a time when the Company is closely evaluating your progress.

### **TIMEKEEPING SYSTEM**

All non-exempt employees are responsible for utilizing the Timekeeping System when they start and stop working. Each direct supervisor is responsible for managing their staff's time and confirming the hours worked. Supervisors and Managers are given a daily report in order to ensure employees' time is logged in through the Team Time System.

If for any reason you cannot access the Timekeeping System, you must report your time worked to your direct supervisor immediately. Any discrepancies concerning time worked should be resolved by your direct supervisor before transmittal to the Payroll Department for payment. In order for you to be paid properly, your hours of work must be communicated correctly to the Payroll Department. If your hours are not communicated and appropriate procedures are not followed, please note that you are at risk of not receiving a timely and/or correct paycheck.

If you cannot be at work due to sickness, or other excusable circumstances, or if you will be late in arriving at your assigned place, please call your direct supervisor and follow the notification procedures provided in the Absenteeism/Tardiness Section. In the event that you are unable to communicate with your direct supervisor, you must call our main number at 1-800-321-4773. In the unforeseen event of a disabling sickness or accident outside performing your duties, notify your direct supervisor at the earliest possible time. In such circumstances, you must communicate with your direct supervisor within 72 hours of the start of your shift. If communication does not occur, it will be considered job abandonment and you are at risk of disciplinary action up to and including termination.

### **PAYROLL TIMEKEEPING INTEGRITY**

Prestige Maintenance USA, LTD expects the highest standard of ethical conduct and fair dealing from its employees. The Payroll Timekeeping Integrity Policy provides general guidance on ethical principles that all supervisors and managers must follow. The responsibility to edit or approve hours worked is a critical responsibility at Prestige Maintenance USA, LTD. Every employee with payroll related responsibilities must read and understand this Policy. However, no one Policy can anticipate all situations. We must all depend on the basic honesty and good judgment of every individual and be aware of the way others see us and may interpret our actions.

It is supervisor's and manager's responsibility to:



- Advise employees to punch for all work. Employees may not work off the clock. Employees working off the clock, and supervisors/managers knowing of or permitting off the clock work, will be terminated.
- Ensure employees are paid punch to punch (from time “in” to time “out”) for all work performed at each location.
- Ensure employees work the full shift(s) assigned except for permissible emergency leave.
- Ensure employee work schedules do not create excessive overtime. Overtime should be approved prior to being incurred.
- Closely monitor timekeeping hours to ensure there are no “ghost employees”. Do not add time that was not worked by an employee.
- Ensure meal breaks are taken as required by Company policy, state law, and that all meal breaks are documented.
- Meal breaks are unpaid.
- Employees must punch out for their meal break. In EPay, there is a separate line for the break.
- Meal breaks must be a minimum of 30 minutes and occur mid shift.
- Select the right and accurate reason when correcting missing punches or meal break times.
- Understand state specific requirements for your geographic area of responsibility.
- Understand you are committing financial resources on behalf of the company by assigning, editing, and/or approving hours to be paid to employees.
- Respect and protect confidential employee information. This includes employee numbers, social security numbers, address, date of birth, gender, telephone number, and any pay related information. Confidential information should not be disclosed to anyone outside the company, including family members, and should only be shared with other Prestige Maintenance USA, LTD supervisors or supervisors who have a “need to know.” You should take adequate care to ensure that confidential information is not misused or disclosed.
- Complete the responsibilities associated with your assigned role by established deadlines.
- Follow Prestige Maintenance USA, LTD payroll and timekeeping procedures.

Employees who violate the spirit or letter of this policy are subject to disciplinary action, up to and including termination of employment. The following are examples of prohibited conduct that will result in discipline:

- Actions that violate the Policy;
- Requesting others to violate the Policy;
- Failure to promptly raise a known or suspected violation of the Policy;
- Failure to cooperate in any investigation of possible violations of the Policy;
- Retaliation against another employee for reporting an integrity concern;
- Failure to demonstrate the leadership and diligence needed to ensure compliance with the Policy and applicable law; and
- Intentionally reporting a violation of this Policy which is false or misleading.



Violations of this Policy can also mean breaking the law, potentially subjecting you and the company to criminal penalties (fines, jail sentences or both) and civil sanctions (damage awards or fines).

If you have any questions about this Policy, it is your responsibility to consult your Payroll Analyst, Payroll Manager, or the Vice-President of Human Resources and Payroll.

## **PAY DAY**

We pay our employees electronically and there are two options to choose from:

### ***Paycard***

If you don't have a personal bank account, your pay will be loaded directly into a Money Network® Account every payday. This easy-to-use payroll solution enables you to access your funds by using Money Network® Checks or an optional Money Network® Paycard. Write a check to yourself and cash it for free to get up to 100% of the funds in your account, withdraw cash for free at thousands of In-Network ATMs nationwide (at least one free withdrawal per pay period), pay bills, make purchases and more.

### ***Direct Deposit***

If you have a personal checking or savings account, your pay can be delivered to that account via direct deposit by the close of business on the payday.

Currently we have two pay cycles and your supervisor will inform you of which is the method used in your area.

### ***10th and 25th day of the month pay cycle:***

You will receive a paycheck on the 10th and on the 25th of the month for time worked in arrears. For instance, if Prestige Maintenance USA, LTD. hired you on Monday the 5th of the month, you will receive your first check on Saturday, the 25th.

### ***Weekly pay cycle (CT and RI and where applicable by law):***

You will receive a paycheck on Saturday for the time worked in arrears. For instance, if Prestige USA, LTD hired you on Monday the 5<sup>th</sup> of the month, you will receive your first pay on the 17<sup>th</sup>.

If applicable, PTO pay will be on the regular pay cycle. If you resign, final settlement of services or wages will be made no earlier than the next regular pay cycle, or in accordance with state law, whichever is sooner. Commissions will be settled when all paperwork is received and outstanding balances are collected.

If you are terminated, you will receive your deposit on the next regular pay day, or in accordance with applicable state laws, whichever is earlier.

## **OVERTIME FOR NON-EXEMPT EMPLOYEES AND HOURS WORKED**

It should be recognized that overtime and additional work other than that which is regularly scheduled may be required at the sole discretion of management.

Overtime will be paid to eligible, non-exempt employees in accordance with applicable federal and/or state law. The pay for regular overtime will be at the federal or states prescribed wage rate, whichever is higher.

In some situations, overtime will be a scheduled part of a work week. Overtime will be paid on hours exceeding a total of 40 work hours per week. For purposes of overtime calculation with regards to non-exempt employees, the work week is defined as Sunday – Saturday. Overtime must be authorized prior to its occurrence by your direct supervisor.

Your work schedule is established based on projected needs of the business. Due to unanticipated changes in customer needs, work schedules are not guaranteed.

## **PAYROLL DEDUCTIONS**

When you receive your paycheck you will find that certain deductions have been made as required by law or upon your request. These may include:

- Federal Income Taxes
- F.I.C.A. – Federal Insurance Contribution Act
- Medicare
- State Income Taxes (where applicable)
- City Tax (where applicable)
- SDI – State Disability Insurance (where applicable)
- Employee Loans
- PHMP (Proactive Health Management Plan- where applicable)
- Court ordered payments such as garnishments or child support. A garnishment is a legal claim against the wages of an employee by a creditor for nonpayment of a debt.
- Other deductions for Benefits, for example, Medical, Dental, and Employee Loans will be taken upon the receipt of your Enrollment Form.
- In accordance with applicable law, additional deductions will be made as needed to repay any debts to the Company which you may incur. Traditionally, these deductions will be assigned and agreed upon in advance through our Employment Property Agreement Form.

Any questions regarding your pay check should be discussed with your direct supervisor and / or calling Human Resources.



## **DEDUCTIONS FROM EXEMPT EMPLOYEE SALARY**

Exempt employees are paid on a salary basis and are generally paid their full salary for any week in which they perform work. However, their pay may be reduced at the discretion of Prestige Maintenance USA, LTD in the following circumstances:

1. Employees who are absent for at least a full day because of sickness, disability, or personal reasons may not be paid for that day unless they have accrued benefits under the Company's paid time off policies. Their pay will not be reduced if they are absent for less than a full day because of sickness or disability, or personal reasons. However, an employee's leave balance will be reduced by the amount of time the employee is absent from work, even if the time absent is less than a full day.
2. Employees who are absent from work for jury duty, attendance as a witness at a trial, or temporary military leave may have their pay reduced by the amount of payment they receive in the form of jury fees, witness fees, or military pay. Their pay will not be reduced by the number of hours or days they are absent from work unless they perform no work in a given week, and then their pay may be reduced at the discretion of Company.
3. If an employee violates a safety rule of major significance, his or her pay may be reduced in an amount to be determined by the Company as a penalty for that violation.
4. Employees may be suspended without pay if they are found to have violated one of the Company's policies regarding proper workplace conduct, but only in full-day increments. Their pay will be reduced in an amount that is proportionate to the number of days suspended.
5. Any unpaid time taken under the Family and Medical Leave Act (if applicable), whether partial or full-day absences.
6. Employees who work less than 40 hours during their first or last week of employment will be paid a proportionate part of their full salary for the time actually worked.

The Company will reimburse any exempt employee whose pay is inadvertently reduced in violation of this policy. If you feel your pay has been improperly reduced, please notify a member of management or the VP of Human Resources of the Company as soon as possible.

## **WAGES AND SALARIES**

Wage rates and salaries vary according to the current market price for comparable services, your qualifications and previous work experiences, and a successful, stable work record. Rates for one particular job or classification cannot be compared as being relative to any other. Minimum wage rates as required by law will be paid. Refer to your offer letter for your base hourly or salaried pay.

Any wage increase or adjustment in pay will be awarded on individual basis dependent upon your performance and your overall contribution to the Company's profitability.



## COMMISSIONS

If eligible, commissions will be paid based upon the agreed criteria in your offer letter or revised agreement.

## EMPLOYEE CONDUCT

### ANTI-HARASSMENT / SEXUAL HARASSMENT / DISCRIMINATION POLICY

Prestige Maintenance USA, LTD is dedicated to creating a positive and professional work environment where all employees demonstrate courtesy, dignity and respect for others.

To that end, Prestige Maintenance USA, LTD strictly prohibits harassment, sexual harassment, and discrimination, as well as any other offensive, abusive or inappropriate behavior, on the basis of race, color, religion and religious creed (including religious dress and grooming), sex (including pregnancy, childbirth, breastfeeding and related medical conditions), national origin (including language use restrictions), ancestry, age, physical or mental disability (including HIV/AIDS), medical condition (including cancer and genetic information), denial of family and medical care leave, weight or height, genetic information, military or veteran status, gender, gender identity and gender expression, sexual orientation and marital status or any other category protected by federal, state or local law. Harassment, discrimination or abuse based on any of the above protected categories is unlawful and violates Prestige Maintenance USA, LTD policy. This policy extends to every Employee at every level of Prestige Maintenance USA's operations, including applicants, independent contractors and other third parties.

#### ***Harassment Defined***

"Harassment" as used in this policy includes improper conduct based on any of the protected characteristics listed above. Harassment can be verbal (such as slurs, jokes, insults, epithets, gestures or teasing), graphic (such as offensive posters, symbols, cartoons, drawings, computer displays or e-mails) or physical contact (such as physically threatening another person). Such conduct violates this policy, even if it is not unlawful.

#### ***Sexual Harassment***

"Sexual Harassment" as used in this policy and as defined under applicable state and federal laws includes harassment based on sex or of a sexual nature; gender or gender identity/ expression harassment; and harassment based on pregnancy, childbirth or related medical conditions. This definition includes harassment of a person of the same gender as the offender. The following is a partial list of types of sexual harassment:

- Unwanted sexual advances; requests for sexual favors, or visual, verbal or physical conduct of a sexual nature when:
  - Submission to the conduct is made a term or condition of employment; or

- Submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or
- The conduct has the purpose or effect of unreasonable interfering with the Employee's work performance or creating an intimidating, hostile or offensive working environment.
- Offering employment benefits in exchange for sexual favors;
- Retaliating or threatening retaliation after a negative response to sexual advances;
- Visual conduct: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, e-mails, websites or posters;
- Verbal and written conduct: making derogatory comments, epithets, slurs or sexually explicit "jokes," suggestive or obscene letters, notes or invitations, comments about an Employee's body or dress, or other abuse of a sexual nature, whether verbal or written, including through e-mail, social media, text messages or other electronic means;
- Physical conduct: touching, assaulting, impeding or blocking movements.

### ***Other Abusive and Inappropriate Conduct***

Prestige Maintenance USA, LTD also does not tolerate behavior that it considers to be abusive. Such behavior includes conduct that a reasonable person would find hostile, offensive and unrelated to Prestige Maintenance USA, LTD's legitimate business interests, such as the repeated infliction of verbal abuse; verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating; or the sabotage or intentional undermining of a person's work.

### ***Corrective Action for Harassment and Discrimination***

Any Prestige Maintenance USA, LTD Employee, including any supervisor or Manager, who is found to have engaged in harassment, abuse or discrimination is subject to corrective action up to and including immediate discharge from employment. Any third party, such as a vendor or a subcontractor violating this policy will be barred from performing future work for Prestige Maintenance USA, LTD.

### ***Complaint Procedure***

Prestige Maintenance USA, LTD's complaint reporting procedure provides for a fair, timely and thorough investigation of any claim of harassment, discrimination or retaliation.

Prestige Maintenance USA, LTD will take appropriate corrective action against anyone found to have engaged in prohibited conduct and provide appropriate remedies to any victim of harassment, discrimination or retaliation.

If you have been subjected to any conduct that you believe violates this policy, or if you observe any such conduct, you should promptly contact your direct supervisor or, if the conduct involves your direct supervisor, the next level above your direct supervisor or Human Resources. You may also contact Prestige Maintenance USA, LTD hotline at 1-800-321-4773. Your complaint should be as



detailed as possible and include the names of all individuals involved and any witnesses. Additionally, any Manager or supervisor who observes harassing, discriminatory or retaliatory conduct must immediately report the conduct to Human Resources so it can be investigated.

Upon receiving a complaint under this policy, Prestige Maintenance USA, LTD will conduct a prompt and thorough investigation that provides all parties appropriate due process under the circumstances. Complaints will be treated as confidentially as reasonably practical under the circumstances and will be investigated by impartial and qualified Prestige Maintenance USA, LTD personnel who will document their progress as appropriate.

Following the investigation, Prestige Maintenance USA, LTD will:

- Make a reasonable determination based on the evidence collected regarding the reported harassment, discrimination or abusive conduct;
- Timely communicate its determination to the Employee who made the complaint and to the accused person(s);
- If misconduct is found, take appropriate corrective action *up to and including* terminating the employment of the offending person(s); and
- If warranted, take appropriate action to deter any future harassment, discrimination or abusive conduct.

#### ***Additional Enforcement Information***

In addition to Prestige Maintenance USA, LTD's internal complaint procedures, the federal Equal Employment Opportunity Commission (EEOC) and similar enforcement agencies in each state investigate and prosecute complaints of harassment or discrimination in employment. Contact information for these agencies can be found on posters in or near the warehouse in the location where you work, online or in a telephone directory.

#### ***Protection Against Retaliation***

Nothing in this handbook prohibits an Employee from reporting concerns, making lawful disclosures, or communicating with any governmental authority about conduct the Employee believes violates any laws or regulations. Prestige Maintenance USA, LTD prohibits retaliation, by another Employee or by Prestige Maintenance USA, LTD, against any Employee who, in good faith, (i) reports an actual or suspected violation of a Prestige Maintenance USA, LTD policy, state or federal statute, or local regulation; or (ii) testifies, assists, or participates in any manner in any investigation, proceeding or hearing conducted by Prestige Maintenance USA, LTD or a federal or state enforcement agency. To make a report of retaliation follow the Complaint Procedures set forth above. All reports will receive a fair, timely and thorough investigation in accordance with Prestige Maintenance USA, LTD's investigation procedures outlined above, and if warranted, appropriate corrective action, up to and including termination, will be taken.



### ***Confidentiality***

All reports of harassment will be treated seriously. However, absolute confidentiality is not promised nor can it be assured. The Company will conduct an investigation of any complaint, which will require limited disclosure or pertinent information to certain parties, including the alleged harasser.

### ***Investigative Procedure***

Once a complaint is received by Human Resources the Company will begin a prompt and thorough investigation. The investigation may include interviews with all involved employees, including the alleged harasser, and any employees who are aware of facts or incidents alleged to have occurred.

Once the investigation is completed, a determination will be made regarding the validity of the harassment allegations. If it is determined that harassment has occurred; prompt, remedial action will be taken. This may include some or all of the following steps:

1. Restore any lost terms, conditions or benefits of employment to the complaining employee.
2. Discipline the harasser. This discipline can include written disciplinary warnings, transfer, demotion, suspension, and termination.

If the harassment is from a vendor or customer, the Company will take appropriate action to stop the complained-of conduct.

### ***Duties of Employees and Supervisors***

All employees of the Company, both management and non-management, are responsible for assuring that a workplace free of harassment is maintained. Any employee may file a harassment complaint regarding incidents experienced personally or incidents observed in the workplace. The Company strives to maintain a lawful, pleasant work environment where all employees are able to effectively perform their work without interference of any type and requests the assistance of all employees in this effort.

All Company supervisors and managers are expected to adhere to the Company's anti-harassment policy. Supervisors' evaluations will include an assessment of the supervisor's efforts in following and enforcing this policy. If a complaint is raised, supervisors and managers are to act promptly to notify Human Resources of the complaint so that Human Resources may proceed with an investigation. If a supervisor or manager fails to follow this policy they will be disciplined. Such discipline may include termination.

### **COMPLAINT PROCEDURE / INTEGRITY HOTLINE**

The Company views any type of discrimination or harassment as a serious violation of both a person's dignity and our Company policy. It will not be tolerated in any form. If you ever experience or observe a problem, you are urged to immediately contact your direct supervisor. If you are uncomfortable talking about the problem with your direct supervisor, or if you prefer using an alternative method, the Company provides a toll-free Integrity Hotline. Feel free to report incidents such as:

- Theft of cash or merchandise
- Improper use of Company property or inventory, or assets
- Any other acts of dishonesty
- Acts of harassment or discrimination
- Acts of violence, threats or possession of dangerous weapons
- Unsafe work practices or acts of an employee or Supervisor

*The Company's Integrity Hotline toll free phone number is 1-800-321-4773. As a representative of the company you may choose to remain anonymous or supply the information listed below. This toll-free number is available 24 hours a day with a bilingual (English/Spanish) individual to gather details (not respond) to your concern. A Human Resource representative will respond accordingly.*

1. Name and Job title (optional)
2. Work Place
3. Ask your specific question or state the problem
4. Tell us if and how you would like the Company to respond to your concern - by phone or by letter to you at home. If your choice is by phone, leave a number and the best time to call. If your choice is by letter, leave your current mailing address. All information will be handled confidentially to the extent possible, and there will be no retaliation.

After a thorough investigation, the appropriate corrective and/or disciplinary actions will be taken.

*If you prefer, you may also report your concerns in writing and forward to the Vice-President of Human Resources*

*Prestige Maintenance USA, LTD  
C/O Human Resources – Integrity Hotline  
1808 10<sup>th</sup> Street, Suite 300  
Plano, Texas 75074  
Confidential Email: [hotline@prestigeusa.net](mailto:hotline@prestigeusa.net)*

#### **OPEN DOOR POLICY**

We believe our success is built upon achievements of great Employees. As such, we want an open working relationship with you to maximize your satisfaction, the efficiency of our Company and your professional success. You are encouraged to communicate frequently with your supervisor on one-on-one basis.

A key part of our culture is our open-door policy. We want you to be successful and work in a problem-free environment. While Prestige Maintenance USA, LTD strives to provide all Employees with a pleasant work environment, we recognize that from time to time you may have concerns. The best way to ensure that they are given prompt attention is to communicate them to your supervisor, who will listen, get the facts and seek a fair solution.

If your concern involves your immediate supervisor, then you should speak to another member of your management team. If it is still not resolved, then contact Human Resources or call the Integrity Hotline at 1-800-321-4773 or go to [hotline@prestigeusa.net](mailto:hotline@prestigeusa.net). We want you to be successful!

### **ABSENTEEISM AND TARDINESS**

Regular and prompt attendance is an essential function of jobs. Absence from scheduled work creates a hardship on other Employees. If you cannot avoid being late or absent or if you need to leave before the end of your scheduled shift, contact your supervisor as soon as possible and preferable at least two hours prior to the start of your shift. If you are unable to call-in, a close friend or family member may call out on your behalf but you must talk to your supervisor as soon as possible. Documentation of the emergency will be required.

You are expected to know and work the hours you are scheduled, unless previous arrangements have been made with your supervisor. Excessive, unauthorized or repeated absenteeism or tardiness from work will not be permitted and may result in corrective action up to and including employment termination.

Approved leaves, such as Family Medical Leave, Sick Leave, Disability Leave, work related injury leave or any other approved paid or unpaid time off, will not count as unexcused absence under this policy. You must also provide documentation for an absence such a doctor's note upon request of your supervisor.

You and your job are important to the Company, and fellow Employees depend on you. No calls/ no shows will also result in corrective action. Three consecutive occurrences will be considered job abandonment/ voluntary quit.

Employees are expected to schedule medical appointments and personal appointments outside of their work hours, whenever possible. To the extent that such scheduling cannot be accomplished, provide as much advance notice as possible to your supervisor and work with him or her to schedule appointments in a manner that minimizes disruption to operations.

Please see below the notification procedures based on the start time of your shift: -

**Early morning shifts starting before 6:00 am:** Notify your direct supervisor the day prior of your scheduled start time or as soon as possible, preferably at least 2 hours before your shift

**Morning shifts starting at 6:00 am or after:** Notify your direct supervisor within 2 hours of your scheduled start time.

**Late night shifts starting after 10:00 pm and afternoon shifts (porter):** Notify your direct supervisor within 2 hours of your scheduled start time.



In the event you are unable to reach your direct supervisor; please call our main number at (800) 321-4773. If you are absent for more than three consecutive workdays, a statement from a physician may be required before you will be permitted to return to work.

### **CONFIDENTIALITY AND PROPRIETARY INFORMATION**

Due to the nature of our business, the integrity of the Company requires that each employee maintain the highest degree of confidentiality when handling internal or customer matters. This includes preventing confidential information from being seen or accessed by unauthorized people at all times. Employees are prohibited from leaving confidential information exposed especially when working outside of the office or when unauthorized people have the ability to view it.

Confidential Information includes, but is not limited to: corporate planning data; marketing strategies; business operations, financial data, and conditions; new materials research; pending projects and proposals; technological data; computer software systems, specifications, and related data; customer / client and vendor information; client's team member information and data; supplier and prospect lists; employment data for other past, present, and potential employees; and other similar information.

No employee may, either directly or indirectly, reveal, disclose or make available any such confidential information – during or after employment – to any person who is not authorized to receive it, including members of one's own family. Access to such information is strictly limited to a need-to-know basis and is for the sole purpose of fulfilling assigned job duties within AOR. Employees who are unsure about the confidential nature of specific information must ask Human Resources or the Managing Partners of the Company for clarification.

Anyone who improperly uses or discloses such information will be subject to disciplinary action, up to and including termination, even if they do not actually benefit from the disclosed information. The Company also reserves the right to pursue any legal measures it deems appropriate to address any actual or potential harm to the Company resulting from violations of this policy.

Under the Defend Trade Secrets Act, employees will not be held criminally or civilly liable under federal or state trade secret laws for the disclosure of a trade secret that:

- is made in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney and solely for the purpose of reporting or investigating a suspected violation of law; or
- is made in a complaint or other document filed in a lawsuit or other proceeding if such filing is made under seal.

Employees may be required to sign a separate confidentiality / non-disclosure agreement as a condition of employment.

*Nothing in this policy is intended to interfere with employee rights under the National Labor Relations Act.*





## **EMPLOYMENT VERIFICATIONS**

Employee verifications are administered through Human Resources only. It is Company policy for only dates of employments to be provided for employment verification unless the employee submits a signed request in writing or the information is subpoenaed.

## **OUTSIDE EMPLOYMENT**

Any employment you accept outside of Prestige Maintenance USA, LTD must not conflict in any way with your responsibilities or performance within the Company. You may not work for or take ownership with any individual or business that competes with the Company. If you intend to accept employment that may present a conflict of interest with Prestige Maintenance USA, LTD, you are required to disclose this to your direct supervisor or Human Resources in writing with details of the conditions of the second position so that the Company can assess and prevent any conflicts of interest.

Employees may not conduct outside work during working time. Additionally, employees may not use Company uniforms, property, equipment or facilities in connection with outside work, whether on or off working time.

If the Company determines that an employee's outside work interferes with performance or ability to meet the requirements of the Company, the employee may be asked to terminate the outside employment if he or she wishes to remain with Prestige Maintenance USA, LTD.

## **GUIDELINES FOR APPROPRIATE CONDUCT**

As a Company employee, you are expected to accept certain responsibilities, follow acceptable business principles in matters of conduct, and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but also demands that you refrain from any behavior that might be harmful to you, your co-workers, the Company, or that might be viewed unfavorably by current or potential customers or by the public at large. Your conduct reflects on the Company. You are, consequently, encouraged to observe the highest standards of professionalism at all times.

Types of behavior and conduct that the Company considers inappropriate include, but are not limited to, the following:

1. Falsifying employment or other Company records;
2. Violating the Company's nondiscrimination and/or sexual harassment policy;
3. Soliciting gratuities from customers or clients, or employees;
4. Excessive absenteeism or tardiness;
5. Excessive, unnecessary, or unauthorized use of Company property and supplies, particularly for personal purposes;
6. Reporting to work under the influence of drugs or alcohol, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;



7. Bringing or using alcoholic beverages on the Company property or using alcoholic beverages while engaged in Company business off the Company's premises;
8. Fighting or using obscene, abusive, or threatening language or gestures;
9. Theft of property from co-workers, customers, or the Company;
10. Unauthorized possession of firearms on the Company premises or while on Company business;
11. Disregarding safety or security regulations;
12. Participating in gossip or slander of Company or of its employees;
13. Insubordination;
14. Failing to maintain the confidentiality of Company, customer, or client information; and,
15. Contacting Company customers and/or engaging in any activity, including but not limited to personal business activities, for the purposes of personal material gain. If the actual employee, employee's relatives, acquaintance, or friend initiates or participates in such activity, it is considered a violation of Company policy.

### **THEFT**

Given the job parameters, Prestige Maintenance USA, LTD employees are placed in contact with property of the Company and of the customer and their employees. There is no valid excuse for taking Prestige Maintenance USA, LTD property or the property of a client, vendor, or another employee. If caught taking property without authorization, an employee will face disciplinary action, up to and including immediate termination. Criminal charges may be filed if applicable.

If you notice someone stealing, it is your duty to notify your direct Supervisor or Human Resources or by using any other member of management immediately.

### **DISCIPLINE**

Should your performance, work habits, actions, conduct or demeanor become unsatisfactory based on violations either of the above or of any other Company policies, rules, or regulations, you will be subject to disciplinary action, up to and including termination. Before or during imposition of any discipline, employees may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant.

Where appropriate in the sole discretion of management, a policy of progressive employee discipline will be followed by supervisors. Major elements of this policy include:

1. **1<sup>st</sup> WRITTEN WARNING.** The first step in the Company's progressive disciplinary policy is the "1<sup>st</sup> Written Warning." This is an oral reprimand to an employee when conduct is unacceptable, and that repeated or continued failure to conform conduct or performance to the Company standards will result in more severe disciplinary action. Before receiving a verbal warning, an employee will be counseled by their direct supervisor and told what improvements are necessary and expected to correct any performance deficiencies. A record of the notice of the verbal warning may be made and retained in the employee's personnel file.



2. **2<sup>nd</sup> WRITTEN WARNING.** The second step is “2<sup>nd</sup> Written Warning.” This written reprimand will describe the unacceptable conduct or performance of the employee and specify needed changes or improvements. A copy of the written reprimand will be retained in the employee’s personnel file.
3. **FINAL WARNING.** A written reprimand which puts an employee on notice of unacceptable conduct and/or performance which was repeated conduct for which counseling has been issued or when an employee has engaged in conduct classified as a “Serious Offense” under the Company Coaching and Corrective Action Policy guidelines. The final warning will outline the nature of the problem; the improvement required and suggested improvement methods. A Final Warning is the last documented discussion prior to termination for actions of an employee that the Company believes to be unacceptable.
4. **TEMPORARILY SUSPENSION.** An temporarily suspension is designed to be used in circumstances where the allegations made about an employee are very serious and, if true, would likely result in the employees’ termination, but where circumstances do not allow the Company to obtain sufficient facts to determine whether the allegations are true or not. A temporarily suspension may be without pay. A suspension may or may not occur prior to termination.
5. **INVOLUNTARY TERMINATION.** The final step in the disciplinary procedure is the termination of the employee. If an employee fails to conform conduct or performance to the standards required by the Company, the Company may, in its sole discretion, terminate the employee’s employment.

Notwithstanding, the foregoing progressive disciplinary procedure policy, the Company reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate or repeat any or all of the steps in the progressive discipline procedure.

## SAFETY POLICIES

### SAFE WORKPLACE POLICY

It is the intent of the Company to provide a safe workplace for employees and to provide a comfortable and secure atmosphere for customers and others with whom we do business. The Company has a no tolerance guideline for violent acts or threats of violence.

The Company expects all employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional or veiled threat of harm to any employee or Company property will be considered acceptable behavior. Acts of violence or intimidation of others will not be tolerated. Any employee who commits or threatens to commit a violent act against any person while on Company



premises will be subject to immediate discharge. If an employee, while engaged in Company business off the premises, commits or threatens to commit a violent act, that employee will be subject to immediate discharge if the threat or violent act could adversely affect the Company or its reputation in the community.

Employees within the Company share the responsibility in identification and alleviation of threatening or violent behaviors. Any employee who is subjected to or threatened with violence, or who is aware of another individual who has been subjected to or threatened with violence, shall immediately report this information to Human Resources. Employees should not assume that any threat is not serious. If you as an individual feel threatened and need protection, do not hesitate to report the situation to Human Resources. Any threat reported to a supervisor, immediately should be brought to the attention of the Human Resource Department. All reports will be carefully investigated by Human Resources, and employee confidentiality will be maintained to the fullest extent possible.

### **EMPLOYEE SAFETY AND HEALTH**

It is the policy of the Company to provide its employees a safe and healthy workplace and to follow procedures aimed at safeguarding all employees. Accident prevention and efficiency in production go together; neither should be given priority over the other.

Safety is everyone's responsibility. Every supervisor is expected to devote the time and effort necessary to ensure the safety of employees at all times.

#### Responsibilities of the Employee include:

- Obeying the safety rules.
- Following safe job procedures. Not taking short cuts.
- Keeping work areas clean and free from slipping or tripping hazards.
- Using prescribed personal protective equipment.
- Immediately reporting all malfunctions to a supervisor.
- Using care when lifting and carrying objects.
- Observing restricted areas and all warning signs.
- Knowing emergency procedures.
- No horseplay.
- Reporting unsafe conditions to supervisors.
- Promptly reporting every accident and injury to his supervisor.
- Following the care prescribed by the attending physician when treated for an injury or illness.
- Attending employee safety meetings.
- Participating in accident investigations, serving on safety committee or other loss control activities as needed.

- Notifying your supervisor if you are taking any prescribed or over-the-counter medication that can affect your judgment or ability to operate machinery and/or perform your job responsibilities.
- Do not wear ear buds or head phones while working with the exception of approved Personal Protective Equipment.

Failure to observe these guidelines may result in disciplinary action, up to and including termination of your employment.

### **GUEST POLICY**

Due to the nature of our business and to ensure safety, guests, or non-employees, are limited on Company premises and Customer premises during working hours. Non-employees including friends, children, relatives and ex-employees shall not be permitted on Company premises and Customer premises during working hours. Employees are responsible for preventing and/or reporting unauthorized access to the Company facility, Customer premises, and job sites or work areas, reporting all actual incidents or suspicious acts and observing security related work rules.

### **CARE OF COMPANY PROPERTY AND EQUIPMENT**

It is Company policy to provide security for its property and Customer's property and assets. All employees acknowledge and accept the responsibility of Company assets in their possession. This includes but is not limited to all cleaning equipment and supplies, phone and radio service, test equipment, office supplies, computers, installation tools, owned, leased or rented vehicles, etc. Employees have an obligation to protect these assets and take appropriate precautions to avoid theft, damage or unusual deterioration. All employees will be held responsible for all assets under their direct control – failure to do so will result in disciplinary actions up to and including termination.

### **WORKERS' COMPENSATION INSURANCE**

To provide for payment of your medical expenses and for partial salary continuation in the event of work-related accident or illness, you are covered by workers' compensation insurance provided by the Company.

The amount of benefits payable and the duration of payment depend upon the nature of your injury or illness. However, all medical expenses incurred in connection with an on-the job injury or illness and partial salary payments are paid in accordance with applicable state law.

If you are injured or become ill on the job, you must immediately report such a work-related injury or illness to your direct supervisor. **If necessary, call 9-1-1 and then contact your supervisor as soon as possible.** This ensures the Company can help you obtain appropriate medical treatment. Your failure to follow this procedure may result in the appropriate workers' compensation report not being filed in accordance with the law, which may delay your benefits in connection with the injury or illness. Questions

regarding workers' compensation insurance should be directed to your direct supervisor or the Human Resource Department.

### **ACCIDENTS**

No matter how insignificant an injury may seem at the time of occurrence, you should notify your direct supervisor immediately. If necessary, call 9-1-1 immediately and then notify your supervisor as soon as possible. The Company does perform a thorough investigation of the cause of any and all accidents. An employee who is involved in an accident where outside medical treatment is needed must be drug tested the same day or within a 24-hour period. If a substance problem is discovered, immediate termination will occur and your rights under the Worker Compensation Laws may be affected. Failure to be drug tested in such circumstances will require disciplinary action up to and including termination.

### **AUTO POLICIES**

The Company employees that are required to drive their vehicles for the company are to maintain current automobile insurance and a copy of that insurance is to be provided. It is also Company policy when utilizing your auto on Company business that you drive the legal speed limit and wear safety belts. All authorized employee drivers of Company vehicles must undergo a motor vehicle investigation every 6 months. In addition, if an employee receives a moving traffic infraction of any kind including, but not limited to, speeding ticket, DWI, or collision, he must notify Human Resources within 5 business days of the incident. If Human Resources notification does not occur, appropriate action will be taken up to and including termination.

Maintaining safety while driving is of the utmost importance. While driving on Company time, if it is necessary to talk on the cell phone while driving your vehicle or the Company's vehicle, you are required to pull over to a safe area to make the call or continue the conversation. If situations occur and it is not reasonable or safe to pull over, you must use a hands-free device, such as an ear piece, and keep both hands on the wheel of the vehicle. Employees may not text, check or send emails, browse the internet, etc. while driving.

## **OPERATIONS POLICIES**

### **HOURS OF OPERATION**

By being ready, willing and able to serve customers efficiently at any time and competing fairly in the marketplace and producing a quality product, we increase the opportunity for maintaining a steady flow of work. Business hours, or when the doors are unlocked, at the main office are 8:00 a.m. to 5:00 p.m., Monday through Friday Central Time. Due to the nature of our business, we provide 24-hour live support in both English and Spanish in order to provide service to our customers. Therefore, many employees whether at the job site or at the main office, may be required to work during the evening hours, on

weekends, and some holidays. At the time of employment, promotion, transfer, or reinstatement, your direct supervisor will communicate your schedule. Lunch breaks for all office employees will be assigned by the direct supervisor. In order to facilitate the smooth flow of business and to adequately cover the phones, lunch breaks will usually be staggered and may change to meet the needs of the client Company.

Leaving your worksite during breaks that are less than 15 minutes, is not permitted unless you have your direct supervisor's approval. You may leave the worksite for approved Company business and during lunch unless the client's location is alarmed and secured.

### **LACTATION BREAKS FOR NURSING MOTHERS**

As part of our family-friendly policies and benefits, Prestige Maintenance USA, LTD supports nursing mothers by accommodating the mother who wishes to express breast milk during the workday when separated from the newborn child.

For up to one (1) year after the child's birth, any employee who is breastfeeding will be provided reasonable break times to express breast milk. The Company will designate an area (not a restroom) for this purpose.

A small refrigerator reserved for the specific storage of breast milk will be made available upon request. Any breast milk stored in the refrigerator must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering. Nursing mothers needing lactation breaks or accommodation must contact their direct supervisor or Human Resources.

As with other break periods, lactation breaks of more than 20 minutes in length will be unpaid for non-exempt employees who should indicate this break period on her time.

### **INCLEMENT WEATHER**

Due to severe weather conditions, certain precautions may have to be taken to ensure employees safety. **Your safety is our first priority.** If the office or client location is open but you are unable to safely get into work, contact your supervisor on that day and each day of your absence.

**Service Workers or employees who work at customer sites:** If the customer's location is open, then you are expected to be at work. If you have questions or are not sure you should report to work, call your direct supervisor.

**Main Office:** The Company's toll-free phone number is 1-800-321-4773. This toll-free number is available 24 hours a day with a bilingual (English/Spanish) individual to gather details (not respond) to your concern.

Employees will not be paid for time not worked due to office or client location closings or their inability to get to the worksite unless otherwise required under state or local law. If time is unpaid, employees may, but are not required to, use any accumulated but unused paid time off.

## **EXPENSES**

Management with credit cards or without please refer to your HR Manager for a copy of the policies.

## **ADVANCEMENT AND PROMOTION**

The Company's goal is to promote employees from within the current workforce whenever possible. Approval of lateral moves, transfers, or promotions depends largely on training, experience, work record and business need. Additional pre-employment screening also may be required for promotion or transfer.

After an interview has been performed with the candidate, a final decision will be made concerning the applicant based upon the interview and the perceived qualifications of the applicant. In addition, input from the current immediate supervisor will be considered as well.

In certain situations, an opening will occur that requires specialized skills and/or talents which do not currently exist within the Company. In such cases, the Company will utilize someone from outside the present work force.

## **CONFLICT OF INTEREST**

A conflict of interest occurs when an individual's private interest (or the interest of a family member) interferes, or even appears to interfere, with the interests of the Company.

A conflict of interest can arise when an Employee (or a family member) takes actions or has interests that may make it difficult to perform his or her work for the Company objectively and effectively.

Employees have a responsibility to the Company to advance its interests when the opportunity arises. Hence, Employees are prohibited from taking for themselves personally (or for the benefit of friends or family members) opportunities that are discovered through the use of Company assets, property, information or position.





Whether or not a conflict of interest exists or will exist can be unclear. Any Employee who believes that a conflict of interest might exist should use the Company's Integrity Hotline 1-800-321-4773 / [hotline@prestigeusa.net](mailto:hotline@prestigeusa.net)

Employees must avoid engaging in conduct that creates, or appears to create, a conflict of interest.

An individual may not directly supervise a relative or other person with whom they have a close personal relationship without the prior, written permission of Human Resources management, which, if granted, may be withdrawn at any time. If after supervision is assigned, an individual becomes related or forms a close personal relationship with another employee, the supervisor must immediately notify, in writing, Human Resources management. The company will then evaluate the situation, and make a decision if the supervision relationship causes an actual or perceived conflict of interest, and whether, or under what conditions, it will be permitted to continue. A supervisor shall no longer be permitted to supervise that individual without the written permission of Human Resources management, which, if granted, may be withdrawn at any time. The following are guidelines the company may use in evaluating the supervision relationship:

- Individuals who are related by blood or marriage are permitted to work in the same Company facility, provided there are no actual or perceived conflicts of interest.
- Individuals who are related or have a close personal relationship are not allowed to be involved in the decision of advancement or promotion process of their relative or individual with a close personal relationship.
- If a conflict arises, disciplinary action may be administered to both parties if deemed appropriate by the direct supervisor of the related parties. In the case that the disciplinary action is to the related party, the supervisor of the highest level of employment will complete the disciplinary action needed.

This policy applies to all categories of employment at the Company, including regular, temporary, and part-time classifications.

### **RESIGNING FROM THE COMPANY**

Should an employee find it necessary to leave the Company, we request adequate notice in writing. This notice preferably should be given in person to the direct supervisor or the Human Resources Department. Normally the minimum adequate notice is at least two (2) weeks, so that the Company can make appropriate adjustments in work schedules. Your consideration will be greatly appreciated and will influence us in reviewing your qualifications should you want to work for the Company again. The Company may request an exit interview from the departing employee. The Company encourages open and honest feedback from any departing employee, so that we may make necessary improvements.

### **CHANGE IN PERSONNEL INFORMATION**

Please help us keep your personnel record up-to-date. It is your responsibility to notify your direct supervisor when any of the following occurs:





1. Change of address.
2. Change in phone numbers.
3. Change in Legal Name.
4. Change in marital status.
5. Change in dependency status.
6. Change for person to be notified in case of accident or emergency.
7. Change in military status.
8. Change in the number of dependents covered on your medical plan.
9. Any change in your immigration or citizenship status affecting the lawful requirements concerned with citizenship or immigration status.

### **COMPLAINT RESOLUTION PROCEDURE**

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Most incidents resolve themselves naturally; however, should a situation persist that you believe is detrimental to your employment with the Company, you should follow the procedure described here for bringing your complaint to management's attention.

**Step One.** Discussion of the problem with your direct supervisor is encouraged as a first step. If, however, you do not believe a discussion with your direct supervisor is appropriate, you may proceed directly to Step Two.

**Step Two.** If your problem is not resolved after discussion with your direct supervisor or if you feel discussion with your direct supervisor is inappropriate, you are encouraged to request a meeting with a representative of the Human Resource Department or call the Integrity Hotline. In an effort to resolve the issue, an investigation may be conducted by Human Resources.

The Company does not tolerate any form of retaliation against employees availing themselves of this procedure. The procedure should not be construed, however, as preventing, limiting, or delaying the Company from taking disciplinary action against any individual, up to and including termination, in circumstances, (such as those involving problems of overall performance, conduct, attitude, or demeanor) where the Company deems disciplinary action appropriate.

### **FIREARMS AND WEAPONS**

It is the intent of the Company to provide a safe and secure workplace for employees, clients, customers, visitors, and others with whom we do business. The Company expressly forbids the possession of a legal, illegal or non-licensed firearm on Company or customer's property unless state or local law dictates otherwise. The Company has a "zero tolerance" guideline for possession of any type of a legal, illegal or non-licensed weapon, firearm, explosive, or ammunition. Company property includes, but is not limited



to, all Company facilities, vehicles, and equipment, whether leased or owned by the Company or its client. In addition, firearms in employee-owned vehicles parked on Company property are strictly forbidden.

The possession of legal, illegal or non-licensed firearms or weapons on Company property may be cause for discipline including immediate termination of employment. In enforcing this guideline, the Company reserves the right to request inspections of any employee and their personal effects, including personal vehicles while on Company or worksite premises. Any employee who refuses to allow inspection will be subject to the same disciplinary action as being found in possession of firearms.

Employees within the Company share the responsibility of identifying violators of this guideline. An employee who witnesses or suspects another individual of violating this guideline should immediately report this information to his direct supervisor.

### **SOLICITATIONS AND DISTRIBUTION OF LITERATURE**

It is the intent of the Company to maintain a proper business environment and prevent interference with work and inconvenience to others from solicitations and/or distribution of literature.

Group meetings for solicitation purposes, distribution literature, circulating petitions during work hours or in work areas at any time is prohibited unless it is approved by the Managing Partners. The following guidelines will apply throughout the Company:

- Employees will not engage in any solicitation of other employees for any purpose whatsoever during working hours or in work areas.
- The Company's facilities may not be used as a meeting place which involves solicitation and/or distribution of literature.
- In order to maintain good customer relations and preserve the professional work environment, employees may not wear any insignia, badge, or button nor display any insignia, badge, or button on their desk or in their work area, excluding professional designation awards.
- Certain types of information may be posted in the Company's designated area where legal postings are maintained. Human Resources will approve and post all information that is displayed in the designated area and/or make available for review or distribution to employees.
- Trespassing, soliciting, or distributing literature by anyone outside the Company is prohibited on Company premises.

### **DRESS CODE APPEARANCE**

All Company employees are expected to present an acceptable, professional, neat, clean, and well groomed appearance in compliance with the Company's dress requirements for any particular position at all times. All employees are required to report for work in clean clothing and footwear. All personnel



should maintain good grooming and personal hygiene habits. Clothing should properly fit, be unrevealing and wrinkle free as well as free from rips, tears, and stains. Proper foundation garments are required. In addition hair, including beards and mustaches, should always be clean, neat and controlled.

In general, several items are unacceptable. For instance:

- Clothing showing excessive amounts of skin, extremely short skirt lengths or loose pants
- Clothing that does not cover all offensive body art. It will be subject to review.
- Clothing displaying slang words or offensive slogans
- Inappropriate Clothing such as:
  - Sweats
  - Leotards
  - Speedos
  - halter tops
  - exercise clothing
  - t-shirts
  - shorts
  - bathing suits
  - tank tops
  - Leggings or yoga pants
- Sloppy, unkempt, sagging, loose, torn or ragged clothing
- Any piercing above the shoulders that could cause a safety risk
- Unpleasant body or mouth odors
- Inappropriate footwear such as:
  - cleats,
  - spikes
  - flip-flops
  - beach or pool shoes
  - house slippers
- Capris that are not at least 5 inches below the knee
- Ankle Drawstrings on pants and capris

Professional appearance in the Main Office is necessary as we set an example of what the company represents to our field staff and customers. The following list contains dress code guidelines in order to maintain this professionalism:

| Men | Women |
|-----|-------|
|-----|-------|



|   |  |
|---|--|
| Collared polo/golf shirts/oxford shirts | Dresses and skirts (no shorter than 3" above the knee) |
| Sweaters                                | Casual slacks  |
| Casual slacks (khakis, chinos, etc.)    | Shirts or blouses                                      |
| Sports coats, casual ties               | Sweaters   |
| Socks                                   | Loafers, dress boots, flats, pumps, sling backs        |
| Loafers                                 |  |
| No earrings                             |  |

Employees at the Main Office and Regional Chicago Office may dress casual on Fridays. Acceptable items for Casual Fridays include neat jeans, polo shirts, flannel shirts, capris, nice sandals and clean tennis shoes.

**Service Employees Men and Women**

- The Company required work shirt (uniform)
- Blue work pants in good condition
- Non-slip black comfortable shoes
- The Company identification badge at all times

The above list of restrictions should not be considered all-inclusive as not all styles or fads can be predicted or defined. Management reserves the right to deem any clothing or appearance choice as “unacceptable”. Repeated or egregious violation of this policy will result in disciplinary action, up to and including termination.

Any employee requiring a modification to these expectations to these expectations due to religious and cultural beliefs or medical needs should contact Human Resources to discuss possible reasonable accommodation. Human Resources will assess the request along with job and safety requirements and is the only person allowed to approve any accommodation.

## **ELECTRONIC DEVICE POLICY**

The company prohibits the use of all electronic devices while performing service level work at customer locations. These devices include cell phones and other portable audio or video devices using headphones. We request that you not bring them, or store them inside customer locations.

*Nothing in this policy is intended to interfere with employee rights under the National Labor Relations Act.*

## **PERSONAL BUSINESS AND PERSONAL PHONE CALLS**

During business hours, you are requested to keep personal calls to an absolute minimum. If you need to leave your work station to conduct personal business, you must first obtain permission from your direct supervisor. This will allow the supervisor to make modifications to the work schedule if necessary and will keep the supervisor aware of your activities during the day.

## **USE OF COMMUNICATION SYSTEMS**

It is the intent of the Company to provide the communication systems necessary for the conduct of its business. Employees are expected to adhere to proper use of all communication systems including but not limited to the telephone, radio, two-way radio, electronic mail (e-mail), and voice mail.

The communication systems are owned and operated by the Company and are to be used for the business of the Company. Employees should have no expectation of privacy of any correspondence, messages, or information in the systems.

All Telephone, E-Mail, and Voice Mail messages are property of the Company. The Company reserves the right to access and disclose all such messages sent for any purpose. All such messages, regardless of content or the intent of the sender, are a form of company correspondence, and are subject to the same internal and external regulation, security and scrutiny as any other company correspondence. Except as identified, the Company's communication systems will not be used to solicit or to address employees regarding commercial, religious, or political causes; nor will the system be used in ways that are disruptive or offensive to others.

Employees will not attempt to gain access to another employee's personal Telephone, E-Mail, or Voice Mail messages. However, the Company reserves the right to access an employee's messages at any time, without notice, to the employee. In addition, outside resources or employees should not access computer server mainframe without authorization from Managing Partners.

Transmission or viewing of sexually explicit images, messages, cartoons, ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on race, national origin, sex, sexual orientation, age, disability, or religious or political beliefs are specifically prohibited.

All software loaded on a Company computer or hardware, must be approved by the Information Systems Department. In addition, if your computer or hardware requires repair or enhancements, it must be authorized in writing by the Information Systems Department.

Any violation of these guidelines may result in disciplinary action, up to and including termination.

### **INTERNET USAGE**

Employees may have access to the Internet in order to conduct business. Such use is for legal and business purposes only. Personal activity is not permitted during work hours but limited use for legal purposes is acceptable and may be done during breaks as long as it does not jeopardize the integrity of Prestige Maintenance USA, LTD's network and computer systems. Downloading or installing instant messaging programs or any other unauthorized software or program is not permitted. Gambling is not allowed.

All Prestige Maintenance USA, LTD policies apply to the use of the Internet, including our policies against harassment, sexual harassment and discrimination. Therefore, employees are also prohibited from displaying, transmitting, or downloading sexually-explicit images or messages, ethnic slurs, racial epithets or any other verbal, written, or visual communication or data that could be construed as harassment, discrimination, offensive, or otherwise disparaging to others.

To the extent permitted by law, management has the right to search and/or monitor your Internet usage, the sites you visit, and your files/transmissions without advance notice or consent. No Internet activity is private or confidential, and employees should assume that communications they send and receive by the Internet, the websites they visit, and the files/links they view or download will be disclosed to a member of management or the Managing Partners. This includes deleted activity.

### **USE OF SOCIAL MEDIA**

Employees are not permitted to use social media during work hours. This is only allowed during non-work hours, including meal and rest breaks.

You will be held personally responsible for any content you publish via "social media". This includes, but is not limited to: web-based communities, social-networking sites, video-sharing sites, wikis, and blogs. Any violation of this policy is subject to disciplinary action, up to and including termination, and may result in civil or criminal charges against you as well as Prestige Maintenance USA, LTD.



Guidelines for postings and other online activity: These guidelines apply whether the activity occurs during working or non-working time and regardless of whether or not Prestige Maintenance USA, LTD computers, Internet, or other resources are used.

No one is permitted to speak on behalf of Prestige Maintenance USA, LTD unless it is part of the employee's assigned duties. When blogging or commenting personally about Prestige Maintenance USA services, products, policies, or any other matter directly or indirectly related to the Company:

Identify yourself as an employee of Prestige Maintenance USA, LTD, including your name and job title if you are creating a link between your blog, website or other social networking site to the Company's website.

State that your posts are your personal views and do not represent the Company's positions, strategies, or opinions.

Do not post confidential or proprietary information about the Company, its clients, or its employees, including past clients and employees.

Any information that has not yet been publicly announced by the Company cannot be posted.

Permission must be given by the Managing Partners to use the Company's logo or other branding.

Do not violate copyright laws.

The Internet is public, as are many social media sites. Expect that anything you post can and will be read by Company employees and management.

If, at any time, you are uncertain about how to apply these guidelines or have any questions about your participation in social media, please contact a member of management or the Managing Partners. Because social media is constantly changing and these guidelines cannot address every scenario, the responsibility falls to each individual to use good judgment and, when in doubt, to ask for clarification or authorization before engaging in any questionable conduct online.

Carefully read this policy as well as the Company's other policies including, but not limited to, General Standards of Conduct, Code of Ethics, Confidentiality, Equal Employment Opportunity & Discrimination, and Sexual Harassment Prevention to ensure postings are consistent with the Company's policies. Inappropriate postings that may include discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conducts will not be tolerated and may subject you to disciplinary action up to and including termination.

*Nothing in this policy is intended to interfere with employee rights under the National Labor Relations Act.*

## **EXTERNAL COMMUNICATION AND MEDIA**

Employees should not talk directly with the media on behalf of the Company. All media requests should be forwarded to the Vice President of Human Resources at corporate Office -1-800-321-4773

The Company will respond to the news media in a timely and professional manner only through this designated spokesperson.

## **GLOBAL NETWORK SECURITY POLICY**

The equipment, software and data provided to each employee are expensive and vital assets of Prestige Maintenance USA, LTD. It is the duty of every employee to secure and protect these assets. All computer users must be properly registered and authorized through Prestige Maintenance USA, LTD Information Technology Services. In accepting authorization to use computer systems, a user agrees to comply with all applicable federal, state and local laws and all regulations and policies of Prestige Maintenance USA, LTD. Federal and State statutes protect the privacy of much of the information available on Prestige Maintenance USA, LTD. computer systems.

No employee shall have any reasonable expectation of privacy in any company provided computers, hard drives, electronic storage devices, personal digital assistants, cell phones provided by the employer (including any text messages), or in any part of any personal computers or electronic devices attached to the Company's computer systems, or that either access or retrieve Company related data. The Company shall have the absolute right to inspect all such devices at any time, with or without cause, and with or without reasonable notice. The employee is also advised that any time and in any manner that they access the Company's computer systems, that such access will be monitored including keystroke analysis, websites visited, e-mails received or sent, or data transmitted. No employee shall have any reasonable expectation of privacy in any voice mails, telephones, or telephone messages.

All Prestige Maintenance USA, LTD computing resources and client information are the property of Prestige Maintenance USA, LTD. and to be used for only company related business. Employees have no expectation of privacy when utilizing company computing resources. Even, if and when the use is for personal purposes. Prestige Maintenance USA, LTD. reserves the right to inspect without prior notice regardless of medium the contents of computer files, the contents of electronic mailboxes and computer conferencing systems, systems output of all types including printouts and to monitor network communication when:

1. It is considered reasonably necessary to maintain or protect the integrity, security or functionality of Prestige Maintenance USA, LTD. or other computer resources or to protect the company from liability;
2. There is reasonable cause to believe that the users have violated this policy or otherwise misused computing resources;
3. An account appears to be engaged in unusual or unusually excessive activity; and



4. It is otherwise required or permitted by law.

Additionally, the user id and computing services of the individuals involved may be suspended during any investigation of misuse of computing resources.

Each employee having access to data in the following categories will consider it confidential and protect it accordingly:

1. All Prestige Maintenance USA, LTD. customer data, information and records
2. Prestige Maintenance USA, LTD. administrative information
3. Research projects
4. Any Federal or State information
5. Any other information not explicitly deemed public domain by Prestige Maintenance USA, LTD. executive management

All of Prestige Maintenance USA, LTD. public or private data will be stored in such a manner as to reasonably protect it from loss due to equipment failure, fire, theft, sabotage or human error. Prestige Maintenance USA, LTD. Information Technology Services have established and will continue to re-evaluate data retention periods. Data backup procedures will include remote storage of backup data, written backup and recovery procedures and periodic verification of storage media.

Any computer tape, disk (hard drive, CD or floppy) or other storage medium used to store sensitive company data must be totally erased or rendered unreadable before it is transferred to a client, discarded, or disposed of.

All employees will safeguard their computer user ids and passwords. No employee will allow unauthorized persons access to Prestige Maintenance USA, LTD. data or computing or network resources by sharing their user id and password. Individuals can be held liable for activity carried out by others using their accounts.

No employee will knowingly create access into the computing network in such a way as to bypass Prestige Maintenance USA, LTD security systems. Employees will make reasonable efforts to ensure that no software or hardware under their control allows unauthorized access to Company data.

No employee will attempt to use the Company network to gain unauthorized access to other computing resources or data, nor will they knowingly attempt to disrupt the operation of any computer system or network.

Employees personally owned computers, digital assistants or other computer capable network devices are not allowed to be connected to Prestige Maintenance USA, LTD. physical or wireless network unless approved prior to connection by Prestige Maintenance USA, LTD executive management.

Prestige Maintenance USA, LTD executive management are responsible for producing proof of license for any software installed on a Company supplied computer. Employees are expressly forbidden to install any software whether supplied by Prestige Maintenance USA, LTD or personally owned on their Company supplied computer. If an employee wants software installed on a system, this must be approved prior to installation by a Prestige Maintenance USA, LTD executive management. If deemed necessary Prestige Maintenance USA, LTD Information Technology Services will be required to perform the installation.

No employee will use Company data, computing resources or the network for illegal activities or for personal gain.

All employees will be safeguarded by licensed virus protection software. Departmental servers and other shared computing resources will also run virus protection software. Prestige Maintenance USA, LTD Information Technology Services will assist in installing the virus protection software. If virus software is intentionally disabled on a user's machine, and a virus is brought in to the network, then that user will be held responsible.

All employees will do their best to ensure all software or data is virus free before it is installed or loaded on a Prestige Maintenance USA, LTD computer system. Any detection of a software virus will be reported immediately to your direct supervisor.

No employee will use the Company electronic mail system to falsify the identity of the source of electronic mail messages. Nor send harassing, obscene or other threatening electronic mail. Nor attempt to read, delete, copy, or modify the electronic mail of others without their authorization. Nor send without official executive management authorization any "for-profit" messages, chain letters, or other unsolicited "junk" mails.

Prestige Maintenance USA, LTD Information Technology Services will maintain filters that prevent specific types of e-mail attachments that are known to spread viruses to be processed through the Prestige Maintenance USA, LTD e-mail system.

Theft, misuse, or other abuse of computing or networking services will not be tolerated, and may result in disciplinary action, and/or criminal or civil prosecution.

Unacceptable activities include, but are not limited to:

- Unauthorized file access or file transfer;
- Use of another individual's identification, password, or account;



- Use of computing or networking facilities that interferes with the work of another employee or with the normal operation of computers, terminals, peripherals, or networks at the place of business or elsewhere;
- Making, acquiring or using unauthorized copies of computer software or violating terms of applicable software licensing agreements;
- Running, installing or distributing any program intended to damage or to place excessive load on a computer system or network;
- Attempting to circumvent data protection schemes through any mechanism, including unauthorized access or tampering with security;
- Electronically posting or distributing materials resulting in any violation of existing laws, regulations or Prestige Maintenance USA, LTD policies;
- Attempting to monitor or tamper with another person's electronic communications, reading, copying, changing, or deleting another person's files or software without the explicit agreement of that person;
- Providing access to computer accounts, Internet connectivity, electronic mail, or other significant services to persons not authorized for use of Prestige Maintenance USA, LTD, resources or network services. For example, employees may not permit family or friends to use these services;
- Use of any unauthorized communication protocols, or chat applications. Some examples may include but is not limited to AIM, Yahoo!, MSN, IRC, etc.;
- Use of any network or telecommunications protocols in which may be considered illegal, immoral, or any other content that may offend other employees of Prestige Maintenance USA, LTD.

### ***Disciplinary Sanctions***

Prestige Maintenance USA, LTD will impose disciplinary sanctions on employees who violate the above policies. The severity of the imposed sanctions will be up to and including dismissal. Among disciplinary sanctions that may be imposed are the following: oral warning, written warning or reprimand, suspension with or without pay, termination and referral for prosecution.

### **COMPANY PROPERTY**

The Company reserves the right to conduct searches or inspections of employees and their desks, personal effects, lockers, lunch boxes, purses, baggage, and any other property located on Company premises or work sites, their private vehicles, if parked on Company premises or work sites, and their quarters, if furnished by the Company. Entry on Company premises or work sites constitutes consent to searches or inspection.

Company property and workspace needs to be maintained and respected. In order to present a professional image; work areas need to be neat and clean. All Company property and assets need to be maintained in good condition and reasonable care taken to prevent loss or damage.



## **SMOKING & TOBACCO**

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking (including e-cigarettes) and the use of tobacco (including smokeless tobacco) on Company property, in the customers' offices and facilities, or Company vehicles is strictly prohibited. Because the Company may be subject to criminal and civil penalties for violations of applicable smoking laws, we must insist on strict adherence to this policy. Employees smoking in any non-smoking area may be subject to disciplinary action, up to and including termination. Please contact the Human Resources Department if you have any questions regarding the smoking policy.

## **LAYOFF DUE TO LACK OF WORK**

The Company attempts to maintain a stable work force; however, business conditions sometimes change to a point that there is not enough work to keep all employees on the payroll. However, should such a situation occur, the work force may be reduced by laying off the number of employees over and above those needed to perform the work available. *Layoffs will be determined by evaluating several factors to include compensation, performance, and geographic coverage.* In the event a layoff occurs, under no circumstances will severance pay be distributed to any employee. Employees impacted will be paid for unused PTO.

## **TRAVEL**

All Company travel must be approved by employee's immediate Supervisor. Travel invitations by an outside source such as a vendor must not be accepted without advance approval from Human Resources. The Company reimburses employees for the expenses of travel, including the cost of transportation, meals, lodging, and compensation when appropriate, provided such travel is approved and performed in the course of conducting Company business. Employees driving personal vehicles on behalf of the Company will receive reimbursement for mileage.

Activities which normally justify the reimbursement of travel expenses include calling on customers, prospects, and suppliers and the attendance at business meetings, conventions, and seminars or other selected educational functions related to the employee's job. Please refer questions relating to spending limitations to your direct supervisor or Human Resources for clarification of the Company Travel Reimbursement policy.

Common carrier transportation will be utilized for trips, provided suitable scheduling is available. Employees are expected to exercise prudence in their selection of local transportation to their destination. When practical, employees are expected to use a Company car or personal car for short distance travel.

All employees normally are expected to travel coach or economy class and to stay and eat in moderately priced establishments while traveling on Company business.



Non-exempt employees will be compensated for time spent traveling if that travel is part of the employee's daily work activity, including travel from one job site to another or travel from a designated meeting place to a job site. Travel by a non-exempt employee who will be away from home overnight is work time only during those periods the employee is engaged in Company business, which typically will coincide with the employee's regular working hours. Such time counts as hours worked even if it occurs on a non-working day. If an employee uses his or her own car rather than available public transportation for travel away from home, the employee can count as hours worked either the time spent driving or the time that would have been spent on public transportation during regular working hours.

## EMPLOYEE BENEFITS AND SERVICES

**Note: Prestige Maintenance USA, LTD complies with local and state laws regarding paid and unpaid time off. Employees should contact their direct supervisor or Human Resources with questions about time off policies for their specific area.**

### PAID TIME OFF (PTO) – CORPORATE EMPLOYEES

#### PTO (Annually)

- PTO is based on the calendar year.
- PTO is available after 90 days of employment and will be pro-rated based on the calendar year.
- PTO does not roll over. You use it or lose it.

If eligible, Paid Time Off (PTO) will be given in half day or full day increments and scheduling requires prior approval of the direct supervisor.

The Company policy for PTO has several different characteristics depending on your classification as an employee and your status as either exempt or non-exempt. Please see your direct supervisor to see if you qualify for PTO or the Human Resource Department for your benefits.

PTO benefits accrue according to length of service and responsibility level within the Company. PTO does not accrue during periods of leave. If eligible for PTO, you may not carry over PTO time from year to year and it must be taken annually to assure that you receive the full benefit of this plan. If you leave the Company in good standing, you will be paid for unused PTO, if applicable computed at the rate of pay earned upon separation, provided you give two (2) weeks written notice and are not being terminated for cause. If you are terminated for any cause other than cause then all PTO is considered terminated and not payable unless required under state or local law.

So that we may schedule work and plan for business requirements, employees should give as much written notice as soon as possible in scheduling PTO time, a 30-day notice, or as soon as possible, is

required in writing to your direct supervisor. If there are conflicting dates, preference will be given to the employee with the most seniority. However, a more junior employee who already had an approved PTO date will not be bumped by a more senior employee if prior approval for PTO had been given.

If time off exceeds two days without prior approval you must submit a valid doctor's note indicating you were not able to work during the time off to be paid for available PTO days.

If employee is absent, employee is required to exhaust accrued paid time off and unused PTO before requesting unpaid leave.

Employees who have earned more than two weeks PTO are requested to split their time when possible, so that no more than one week is used at any one time. Special circumstance may require that you use your PTO for more than one week at a time; approval from your direct supervisor and the Human Resource department must be obtained prior to implementation.

If your PTO should be canceled due to the needs of the client or the Company and you are unable to reschedule the PTO within the year, the Company reserves the option to pay you in lieu of taking those PTO that are canceled or to allow rescheduling of that PTO at its option.

Your check for PTO will be paid on the regular pay cycle. PTO days are not used in calculating overtime hours.

#### **HOLIDAYS – CORPORATE EMPLOYEES**

- Must be employed 90 days to be eligible.
- Eligible full-time employees receive 8 hours straight time pay and part time 4 hours straight pay for holidays.
- Employees **MUST** work their scheduled day before and scheduled day after a Holiday to be paid for the "Holiday Pay".

The main office will be closed in observance of the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

A holiday schedule is posted each year and is located in the designated area where legal postings are maintained. If you have any questions please feel free to discuss with your direct supervisor or contact the Human Resource department.



## **PTO GUIDELINES BY CLASSIFICATION – CORPORATE EMPLOYEES ONLY**

- PTO time is earned after 90 days of service in an eligible classification the supervisor where applicable.
- PTO time does not roll over from year to year. PTO must be used by the calendar year dates. There will be no carry over unless approved in writing by VP of Human Resources or required by state or local law.
- The Company does not payout for unused PTO time in lieu of taking the time off or upon termination unless required by state or local law.
- A Time Off Request Form must be submitted to request PTO time at least one month before taken the time or as soon as possible.
- All PTO time must be approved before taken.
- Saturdays and Sundays do not count towards PTO
- PTO can be taken as earned in increments of 4 hours.
- No more than 1 week can be taken at a time. Anything more, requires manager approval on a case by case basis.

### ***Administration / Office Staff***

#### Executive Management, Vice-Presidents, Directors

- 3 weeks' PTO (earn 10.00 hours / month, maximum of 15 days / year)
- Holidays-reference Holiday Schedule (must be employed 90 days to be eligible)

#### Clerical Staff (full time) and Managers

- 2 weeks' PTO (earn 6.66 hours / month, maximum of 10 days / year)
- Holidays-reference Holiday Schedule (must be employed 90 days to be eligible)
- Employees must use available paid time off (PTO) before taking unpaid time off.

#### Clerical Staff (part time)

- Holidays-reference Holiday Schedule (must be employed 90 days to be eligible)

### ***Operations***

#### Territory Directors, Regional Managers, Area Managers.

- 2 weeks' PTO (earn 6.66 hours / month, maximum of 10 days / year)
- Holidays (reference Holiday Schedule)-These positions are on call and will be responsible for handling customer and employee needs.

#### Supervisors

1 week PTO (earn 3.33 hours / month, maximum of 5 days / year)

- 3 Holidays – Easter, Thanksgiving Day, Christmas Day. These positions are on call and will be responsible for handling customer and employee needs.





- Hourly employees in these classifications do not receive paid time off for holidays.

#### Warehouse Employees

- 2 weeks' PTO (earn 6.66 hours / month, maximum of 10 days / year)
- Holidays-reference Holiday Schedule

#### Custodians, Floaters, Lead Custodians, Project Staff & Facilities Supervisor

- No paid holidays
- If working in California, see CA Handbook.
- If working for Major Metro follow PTO guidelines in the CBA

#### Exempt Managers in California

- If working in California, see CA Handbook

Note: There may be amendments or changes to this that is not reflected here. Please see your supervisor if you have questions.

## LEAVE OF ABSENCE POLICY

**Note: For Any type of leave fill out the Form called "REQUEST FOR LEAVE OF ABSENCE" – SEE ADDENDUM SECTION**

### **FAMILY AND MEDICAL LEAVE ACT (FMLA)**

#### ***Leave Entitlements***

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered service member's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the service member with a



serious injury or illness. An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

### ***Benefits and Protections***

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave. Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

### ***Eligibility Requirements***

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave; \* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

\*Special "hours of service" requirements apply to airline flight crew employees.

### ***Requesting Leave***

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

### ***Employer Responsibilities***

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

### ***Enforcement***

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights. For additional information to file a complaint, an employee may contact the U.S. Department of Labor Wage and Hour Division by calling 1-866-4-USWAGE (1-866-487-9243) (TTY: 1-877-889-5627) or visiting <http://www.dol.gov/whd>.

Prestige Maintenance USA, LTD provides leave according to the Family and Medical Leave Act of 1993 (FMLA), the Uniformed Services Employment and Reemployment Act (USERRA), and other federal, state and local leave laws. If you have any questions about your eligibility leave, please contact Human Resources.

Where state or local family and medical leave laws offer more protections or benefits to Employees, the protections or benefits that are more favorable to the Employee, as provided by such laws, will apply.

### **EXTENDED LEAVE POLICY**

If an employee becomes disabled and requires a leave of absence for a specific period of time in addition to the 12 weeks covered by FMLA\*, or if the employee is not eligible for FMLA because he/she has not met the length of service or hours of service requirements, the Company will, in certain circumstances and with satisfactory medical evidence, grant an extended leave of absence.

The employee will be responsible for the total cost of the health insurance premiums on any health insurance coverage the employee or the employee's family is receiving through the Company during this extended leave period, unless otherwise provided by law. Employees will not accrue PTO while on Extended Leave.

At the beginning of and while on Extended Leave, employees are required to complete the Application for Extended Leave every 45 days to update the Company regarding the status of their medical condition and

their intent to return to work. Employees may be required to provide satisfactory medical evidence substantiating their need for continued leave and the likelihood that they will be able to return to work within a reasonable period of time.

Employment will not be terminated while an employee is on Extended Leave. However, an Employee will be considered to have voluntarily terminated employment if he/she fails to return the required medical certification timely, fails to return to work when released by a medical care provider, fails to return to work upon the expiration of the Extended Leave or the date agreed upon, advises the Company of their intention not to return to work or refuses comparable reemployment.

When medical documentation indicates Employee is able to return to work either with our without a reasonable on-the-job accommodation, the Company will, depending on business need, place the employee in their former position, a vacant equivalent position or a vacant non-equivalent position. The Employee may also apply for any unfilled position that the employee is qualified for and capable of performing with or without an on-the-job accommodation. If there are no open positions, Employees may be subject to layoff.

\*may be longer under other state-specific leave laws.

**NOTE:** If an employee has been on any kind of leave of absence for a full year, the employee is automatically terminated at the end of the year period.

## **USERRA LEAVE**

Prestige Maintenance USA, LTD is proud to employ members of the military and veterans, and it recognizes that Employees may need to be absent from work to serve in the U.S. military. If you have any questions about military service leave that are not addressed here, please contact Human Resources.

### ***Procedures***

If you need to take military service leave, you or an authorized military service officer should provide advance notice to your supervisor or Human Resources. Written notice is preferred. When possible, you should give at least 30 days' notice of your request for leave. If 30 days' notice is not possible, you should give as much advance notice as possible. Also, if you can, submit a copy of your military orders, training notice, or order to active duty to your supervisor or to Human Resources.

### ***Eligible Employees***

All regular full-time and part-time Employees are eligible for military service leave if they are absent from work because of eligible military service. Employees employed only for a brief, non-recurrent (one-time only) period before that start military service are not eligible for leave under this policy. (Eligible Military Service) For purposes of this policy, eligible military service means certain types of service (listed below) in the following branches of the US military:

- Armed Forces (Army, Navy, Air Force, Marine Corps, and Coast Guard), including the Reserves.
- National Guard, including the Army National Guard and Air National Guard, when the Employee is engaged under federal authority in active duty for training, inactive duty training, or full-time National Guard duty.
- Commissioned corps of the Public Health Service.
- Any other category of persons designated by the Managing Partners in time of war or national emergency.
- Eligible Employees may take leave under this policy for the following types of military service:
  - Active duty.
  - Active duty for training.
  - Initial Active duty for training.
  - Inactive duty training.
  - Full-time National Guard duty.
  - Submitting to an examination to determine fitness for any of these services.
  - Funeral honors duty performed by National Guard or Reserved members.

Service as an intermittent disaster response appointee of the National Disaster Medical System when employees are:

- activated under federal authority;
- or attending authorized training in support of a federal mission.

### ***Compensation and Benefits during Leave***

Military service leave is unpaid. However, Employees may use any or all of their PTO or other paid time off during their military service leave. During military service leave, all benefits provided under an Employee benefit plan are governed by the terms and conditions of the applicable Employee benefit plan documents in accordance with applicable law. For all other benefits not related to length of service, and Employee on military service leave will receive the same rights and benefits as Employees on any other unpaid leave of absence.

### ***Reemployment***

Employees may be eligible for reemployment after their military service leave. Any Employees who would like to return to work must report to work or submit an application for reemployment to Human Resources, including their military discharge documentation, if available as follows:

- If your military service was for less than 31 days, you must report to work on the first regularly scheduled workday that is at least eight hours after you return home from military service.
- If your military service was for 31 to 180 days, you must apply for reemployment with 14 days following completion of military service.
- If your military service was for more than 180 days, you must apply for reemployment with 90 days following the completion of military service.

- If you suffered a service-connected injury or illness and are hospitalized or convalescing, you have up to two years following completion of military service to return to your job or apply for reemployment, depending on the length of recovery time required. If Any Employees are unable to comply with this reporting schedule through no fault of their own or if they are injured or recovering from an injury and need an accommodation for specific circumstances beyond their control, they should speak with Human Resources as soon as possible to determine if they are eligible for a reasonable accommodation or additional time to apply for reemployment. Employees who do not report to work or apply for reemployment within the applicable timeframe will be subject to the Company's rules about unexcused absences.

Nothing in this policy requires the Company to reemploy individuals who are not eligible for reemployment rights under applicable law.

#### ***Length or Service Rights after Reemployment***

Employees who are eligible for reemployment will be reemployed with the same length of service, and all rights and benefits based on that length of service, that they would have attained if they had not taken military service.

#### ***State or Local Military Service laws***

Where state or local military service leave laws offer more protections or benefits that are most favorable to the Employee, as provided by such laws, will apply.

### **NON-FMLA LEAVES OF ABSENCE**

It is the policy of the Company to grant employees extended leaves of absence under certain circumstances. Except as stated below, employees will not receive compensation during a leave of absence.

Employees are generally eligible for leaves of absence if they have completed at least ninety (90) days of service, or as specified by law. The granting and duration of each leave of absence and the compensation received by the employee, if any, during the leave of absence will be determined by the Company in conjunction with applicable federal and state law. However, leaves as designated herein may not exceed ninety (90) days, during which time benefits will not accrue, and will be granted only after all earned PTO has been exhausted. The following types of leaves will be considered:

1. Personal Leave of Absence. Employees may be granted a leave of absence to attend to personal matters in cases in which the Company determines that an extended period of time away from the job will be in the best interests of the employee and the Company.

2. Educational Leave of Absence. Employees who want to continue their education in preparation for added responsibilities with the Company may be granted an educational leave of absence.
3. Public Service Leave of Absence. Employees who want to accept temporary employment in federal, state, or local government or with an organization devoted to community service may be granted a leave of absence.

Requests for leave of absence or any extension of a leave should be submitted in writing to the employee's direct supervisor thirty (30) days prior to commencement of the leave period, or as soon as is practicable. The direct supervisor will forward the request to the Human Resources for approval or denial. All employees on approved leave are expected to report any change of status in their need for leave or their intention to return to work to the Human Resources Department. Employees who are on an approved leave of absence may not perform work for any other employer during that leave, except when the leave is for military or public service.

Every employee on a sick leave or family care leave of absence will be required to use all accrued PTO while on leave as allowed by law. However, employees who are covered by the Company's disability or workers' compensation insurance, and are therefore already receiving compensation, may not use sick paid leave. Every employee on a parental, personal, educational, or public service leave of absence will be required to use all accrued PTO while on leave. If eligible, the Company will provide health insurance and other benefits to employees on leave as required by law. Benefits that accrue according to length of service, such as PTO, do not accrue during periods of leave.

Employees returning from a leave of absence will be reinstated to their same job or to an equivalent job with equivalent status and pay, as required by law. Employees returning from a sick leave must provide certification of their ability to perform the functions of their job. Employees returning from a military leave must also comply with all of the reinstatement requirements specified by federal law. If the same job or one of equivalent status and pay is not available as a result of a reduction in force, the employee will be treated in the same manner as though he were not on leave at the time of the reduction in force.

If an employee fails to return to work at the conclusion of an approved leave of absence, including any extension of the leave, the employee will be considered to have voluntarily terminated employment.

**Note: PAY SICK LEAVE GUIDELINES FOR APPLICABLE STATES, CITIES AND COUNTIES – SEE ADDENDUM SECTION**

### **JURY DUTY AND WITNESS LEAVE**

If you are an exempt employee who is summoned to jury duty, the Company continues your salary during your active period of jury duty for up to a maximum of fifteen (15) working days per calendar year unless

otherwise required by law. You are also permitted to retain the allowance you receive from the court for such service.

If you are a non-exempt full-time regular, part-time or a temporary employee, you are given time off without pay while serving jury duty unless required under state or local law. All employees are allowed unpaid time off if summoned to appear in court as a witness. To qualify for jury or witness duty leave, you must submit to your direct supervisor a copy of the summons to serve as soon as it is received. In addition, proof of service must be submitted to your supervisor when your period of jury or witness duty is completed.

### **BEREAVEMENT LEAVE**

Full-time employees may receive up to three days of bereavement leave for time missed due to the death of an immediate family member. An immediate family member is defined as: father, mother, child, spouse, grandparent, mother-in-law, father-in-law or sibling (including step brothers and sisters).

Bereavement pay will only be provided for days on which the Employee is otherwise scheduled to work.

If you are a field hourly fulltime employee your leave is unpaid.

## **WORKPLACE FREE OF DRUGS AND ALCOHOL POLICY**

Prestige Maintenance USA, LTD is committed to maintaining a safe workplace free of drugs and alcohol. The Company does not allow Employees or applicants to be on its premises or to conduct Prestige Maintenance USA, LTD work while under the effects of illegal drugs, inappropriate dosage of legal drugs or alcohol. Also, Employees may not possess, sell, buy or distribute unauthorized legal or illegal drugs, alcohol or paraphernalia related to them while on Company property or Customer's property. Alcohol, of course, may be sold by the company customer in certain stores. Prestige Maintenance USA, LTD may conduct pre-employment drug screens as well as post-accident, reasonable suspicion and/ or random screens for both drugs and alcohol where permitted by the law of the state where the employee works. Violations will result in corrective action up to and including immediate termination from employment.

### **WORKPLACE FREE OF DRUGS AND ALCOHOL POLICY**

#### ***Testing Procedures***

Immediately after Prestige Maintenance USA, LTD determines that an Employee shall be tested a Prestige Maintenance USA, LTD supervisor will direct the Employee to the testing area or collection site





where the certified collector facilitates the collection of the specimen. The collector will maintain appropriate chain of custody documentation.

Employees suspected to be under the effects of drugs and/or alcohol will not be allowed to drive themselves to a clinic for drug/alcohol testing or to their home. The supervisor will arrange and pay for transportation to the collection site and back to the Employees home should the specimen need to be collected at a third• party collection site.

Prestige Maintenance USA, LTD will pay the full cost of any testing it has required of an Employee, with Employees being reimbursed for the reasonable cost of any transportation to and from the designated collection facility. Prestige Maintenance USA, LTD Employees will be paid for the time spent traveling to and from the collection facility and for time at the facility.

Prestige Maintenance USA, LTD reserves the right to change the type of sample/ specimen utilized to another format (e.g. saliva) at any time.

### ***Test Results***

Prestige Maintenance USA, LTD conducts confirmation testing on all initial non-negative test results to verify a positive result.

Positive test results as well as results determined to be adulterated, diluted or substituted will be communicated to Prestige Maintenance USA, LTD's Medical Review Officer (MRO). The MRO will inform the Employee of the positive result and discuss it. In this discussion, the MRO will give the Employee an opportunity, in confidence to submit a medical explanation for the result (including the opportunity to identify prescription and non-prescription drug use), an opportunity to contest the positive test result and/or an opportunity to provide additional information the Employee feels is relevant. After speaking with the Employee, the MRO will report the results to Prestige Maintenance USA, LTD as appropriate. Prestige Maintenance USA, LTD will then make a decision on what steps to take due to the positive test result which may include corrective action up to and including immediate termination of employment.

The result of any and all drug or alcohol tests will be maintained in individual, secure locked) confidential medical files, separate from personnel files. Where required by law Prestige Maintenance USA, LTD will disclose test-related information.

### ***Rehire and/or Re-application – Pre-Employment Process***

An Employee terminated for violation of this Drug and Alcohol Testing Policy will not be eligible for rehire for a minimum of one year from the date of employment termination. This one-year ineligibility will also apply to any applicant not hired due to violation of this policy.

### ***Termination due Post-Accident or Random Testing***



An Employee terminated due to post accident, random testing and violation of this Drug and Alcohol Testing Policy will not be eligible for rehire.

### ***Acknowledgment and Consent***

You will be asked to sign a form acknowledging the procedures that govern testing and consent to: (1) the test for the purpose of determining the presence of alcohol or drugs, and (2) the release to Prestige Maintenance USA, LTD of medical information regarding the test results. Refusal to sign the agreement and consent form, or to submit to the drug test, will result in the Company revoking the applicant' job offer or will subject an Employee to immediate termination from employment.

### ***Safety***

Employees who are under the effects of illegal drugs, alcohol and/or the inappropriate dosage of legal drugs on the job, compromise Company's interests and endanger their own health and safety as well as the health and safety of others. In some instance, even the proper dosage of certain medications on the job may endanger health and safety.

### ***Appropriate Use of Prescription Medication***

It is each Employee's responsibility to check with a physician regarding whether the use of any medication may adversely affect performance or safety. Don't put yourself or others at risk!

Prestige Maintenance USA, LTD does not discriminate on the basis of disability. Employees and applicants who need a reasonable accommodation due to a disability are encouraged to contact Human Resources.

An Employee who tests positive for improper use of over-the-counter medication or a prescription drug for which the Employee has a valid prescription, but which drug use may pose a direct threat to the Employee or others in the workplace (or which may otherwise adversely affect the Employee's job performance), will be subject to further assessment. In such case, Prestige Maintenance USA, LTD will conduct an individualized evaluation of an Employee's ability to perform the essential functions of the job in question while taking the drug without posing a direct threat to the health or safety of the Employee or others in the workplace, before taking any corrective action or termination related to employment.

### ***Medication Disclosure***

If you are in a safety-sensitive or security-sensitive position and you are taking a drug or medication which may reasonably be expected to adversely impact either your ability to work or the safety of others, you may be required to report the nature and extent of such use. The report will be made to a third-party vendor that will maintain confidentiality, except the vendor may communicate job-related information to Prestige Maintenance USA, LTD's Human Resources Department. In no event will information about the type of drugs or medication you use be shared with your supervisor(s) or anyone else inside or outside the Company.



If you take a drug or medication impacting safety or your work, you, your physician and Human Resources will determine the appropriate response consistent with applicable law. You will be notified in writing when it becomes appropriate for you to submit information to a third-party vendor and then you will be required to do so on a continuing basis.

### **Notification of Policy**

Prestige Maintenance USA, LTD will notify Employees of this policy by: (a) Notices in online career pages; (b) distributing this policy; and (c) making copies of this policy available for inspection by Employees during regular business hours.

### **Definitions**

For purposes of this policy, the following terms are defined as:

1. **Illegal Drug** -Any drug or controlled substance not legally obtainable under both applicable state and federal law, including but not limited to marijuana, opiates, PCP (phencyclidine), cocaine, heroin, amphetamines, methamphetamines, barbiturates, benzodiazepines, narcotics, hallucinogens, inhalants, designer drugs, and/or any substances and/or materials that are prohibited by federal or applicable state regulations.
2. **Safety-Sensitive Positions** -Any position that requires tasks, or managing tasks, that involve a potential risk of injury to self or others.
3. **Security-Sensitive Positions** – A position that requires tasks involving security or protective service functions for Prestige Maintenance USA, LTD.
4. **Unauthorized Substances** -Over-the-counter or prescription drugs used, possessed, purchased, illegally obtained, transferred, dispensed, trafficked, sold or distributed in violation of this policy. See “Prohibitions” number 5 (A)-(D) below.
5. **Prohibitions** -Employees are prohibited from engaging in the conduct outlined in this section:
  - A. Employees are prohibited from reporting to work or being on Prestige Maintenance USA, LTD premises/ Customer premises or property (including parking lots) under the effects of illegal drugs or alcohol. Also, Employees may not possess, sell, buy or distribute unauthorized or illegal drugs, alcohol or paraphernalia related to them.
  - B. Employees are prohibited from refusing to provide an adequate drug or alcohol test sample/specimen without a valid medical basis, refusing to cooperate during collection or testing, or failing to report (or report promptly) to the collection site without a legitimate reason.
  - C. Employees are prohibited from providing an altered, adulterated, diluted or substituted drug or alcohol test sample or specimen. Employees are also prohibited from using a device or substance to interfere or attempt to interfere with a drug or alcohol test.
  - D. Except for the need for first-aid or emergency medical care (or where otherwise provided by law), Employees asked to submit to a post-accident or reasonable suspicion alcohol or drug test are prohibited from using alcohol or drugs (including over-the-counter or prescription drugs) for eight hours following the accident or determination of reasonable suspicion, or until the Employee undergoes an alcohol or drug test, whichever occurs first.



E. Employees are prohibited from using, abusing, possessing, purchasing, transferring, dispensing, trafficking or distributing (or attempting to use, possess, purchase, transfer, dispense, traffic or distribute) over-the-counter or prescription drugs or medications on Prestige Maintenance USA, LTD premises/ Customer premises or property (including parking lots), as set forth below. Specifically, employees are prohibited from using, possessing, purchasing, transferring, dispensing, trafficking or distributing (or attempting to use, possess, purchase, transfer, dispense, traffic or distribute):

- I. prescription drugs that are not prescribed to the Employee and/or prescribed on an invalid or non-current prescription;
- II. prescription drugs that are prescribed to the Employee at non-therapeutic levels or used in a manner or quantity other than as set forth in the prescription;
- III. over-the-counter drugs in a manner or quantity other than set forth in the directions; or
- IV. over-the-counter or prescription drugs in an unsafe manner.

Note: it is Prestige Maintenance USA, LTD intention to comply with all applicable federal, state and local laws.

Where state and federal law differ, however, Prestige Maintenance USA, LTD will comply with the stricter law. In the absence of state law to the contrary, Prestige Maintenance USA, LTD considers marijuana to be an illegal drug for purposes of this policy in all states, even those states that allow for medical and/or non-medical use.



## ADDENDUM – POSTERS

### FMLA

**EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT**  
THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

**LEAVE ENTITLEMENTS**

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within one year of the child's birth or placement);
- To care for the employer's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employer's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employer's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

**BENEFITS & PROTECTIONS**

**ELIGIBILITY REQUIREMENTS**

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave; and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

\*Special "hours of service" requirements apply to airline flight crew employees.

**REQUESTING LEAVE**

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

**EMPLOYER RESPONSIBILITIES**

**ENFORCEMENT**

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

For additional information or to file a complaint:  
**1-866-4-USWAGE**  
(1-866-487-9243) TTY: 1-877-689-5627  
[www.dol.gov/whd](http://www.dol.gov/whd)  
U.S. Department of Labor | Wage and Hour Division



**PAID SICK LEAVE – CITY OF CHICAGO**

**KNOW**  
CHICAGO'S PAID SICK LEAVE ORDINANCE

**To Whom Does the Paid Sick Leave Ordinance Apply?**

The ordinance goes into effect July 1, 2017. The ordinance applies to employers that maintain a business facility within the City of Chicago and/or are required to obtain a business license to operate in the City. Employees of an employer that is subject to the Ordinance who work at least 80 hours within any 120-day period qualify. This includes domestic employees, day laborers, tipped workers, and home health care workers.

**How is Paid Sick Leave Calculated?**

- Paid sick leave begins to accrue either on the 1st calendar day after the start of employment or on July 1, 2017, whichever is later.
- For every 40 hours worked, an employee earns one hour of paid sick leave in full hour increments.
- Salaried employees who are exempt from overtime requirements shall accrue one hour of Paid Sick Leave for each week of employment.
- Paid sick leave hours are capped at 40 hours per 12-month period unless the employer sets a higher limit.
- At the end of a 12-month accrual period, employees must be allowed to carry over up to half of unused paid sick leave (a maximum of 20 hours) unless the employer sets a higher limit.
- If subject to Family and Medical Leave Act (FMLA), each employee must be allowed to carry over up to 40 hours of unused paid sick leave, in addition to half of all unused paid sick time, to use exclusively for FMLA-eligible purposes.

**What are Employee Rights Under the Ordinance?**

Employees may use paid sick leave when:

- They are ill or injured, or to receive medical care, treatment, diagnosis or preventative medical care;
- A family member is ill or injured, or to care for a family member receiving medical care, treatment, diagnosis or preventative medical care;
- They or a family member are victims of domestic violence or sex offense; or
- Their place of business is closed by order of a public official due to public health emergency, or they have a child who needs care because their school or place or care is closed due to a public health emergency.
- Employees who believe they have not received paid sick leave may call 311 to report a violation of the Ordinance to the City of Chicago.
- A complaint affidavit must be fully completed and returned to BACP to initiate an investigation.
- Employees are not required to provide, and the City will not request, information regarding the immigration status of any person filing a complaint.
- BACP does not act as the employee's private attorney. Any employee has the right to file a private civil action against the employer in circuit court if the employer violated the provisions of the Ordinance.

For more information on the City's Paid Sick Leave Ordinance, visit: [www.cityofchicago.org/BACP](http://www.cityofchicago.org/BACP)

**BACP** @ChicagoBACP /ChicagoBACP CityofChicago.org/BACP  
 Department of Business Affairs and Consumer Protection  
 City Hall, 121 North LaSalle Street, Room 805, Chicago, IL 60602



## PAID SICK LEAVE – COOK COUNTY, IL

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### COOK COUNTY EARNED SICK LEAVE ORDINANCE

NOTICE TO EMPLOYEES • EFFECTIVE JULY 1, 2017

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In most cases, you are covered by the Cook County Earned Sick Leave Ordinance if:

- You have worked for your employer in Cook County for at least 2 hours in any two-week period, and
- Your employer has a place of business in Cook County.

You are entitled to:

- Earn **one hour** of earned sick leave for every 40 hours worked for your employer in Cook County;
- You may use earned sick leave when you or a family member are ill, receiving medical care, or the victim of domestic violence or stalking, or a public health emergency closes work, school or daycare;
- You must be paid for earned sick leave at your usual rate of pay, no later than the next payroll period;
- **Maximum accrual** and use of earned sick leave generally is 40 hours per year;
- If you do not use all the earned sick leave you earn in a given year, generally you are entitled to carry over half of those unused hours to use in the following year (up to a maximum carryover of 20 hours);
- And you may be entitled to additional benefits under the Ordinance if your employer is covered by the federal Family Medical Leave Act (FMLA) and you are eligible for FMLA leave.

Your employer is prohibited from:

- Retaliating against you for exercising Ordinance rights (e.g., using earned sick leave, filing a claim); or
- Requiring you to search for or find a replacement to cover your work hours while you are on leave.

Your employer is allowed to:

- Impose written rules for: the **minimum increments of time** (4 hours or less) in which earned sick leave can be used; the **type and timing of notice** required for reasonably foreseeable absences; the **minimum duration of employment** before initial use of earned sick leave (not to exceed 180 days).
- Adopt **equivalent alternative practices** to meet its Ordinance obligations (e.g., grant estimated earned sick leave for the year up front) (*see* Part 600 of the Commission's Earned Sick Leave Rules).

If you believe your employer may have violated this Ordinance:

- The Commission encourages (but does not require) you to discuss your concerns with your employer. Employers may use different terminology to describe employee benefits or may have adopted an approved alternative practice to comply with the Ordinance. The Commission's website and Earned Sick Leave Rules are resources for helping you and your employer understand what the Ordinance requires.
- If you cannot talk to your employer because of fear of retaliation or you remain unsatisfied with your employer's explanation of your benefits, **contact the Commission for assistance.**
- If you wish to **file a complaint with the Commission** because your employer has violated the Ordinance, you must generally do so **within 3 years** of the violation. Complaints can also be filed directly in the Circuit Court of Cook County without filing at the Commission first.
- The Commission is available to assist (or receive complaints), Monday – Friday (excluding County holidays) from 9 a.m. – 4 p.m., or by appointment outside of these hours. You may contact the Commission by email, telephone or in person.

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### COOK COUNTY COMMISSION ON HUMAN RIGHTS

69 W. Washington, 30<sup>th</sup> Floor, Chicago, IL 60602

email: [human.rights@cookcountyil.gov](mailto:human.rights@cookcountyil.gov) phone: 312-603-1100

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For Ordinance, Rules and Complaint Form, visit: <https://www.cookcountyil.gov/service/earned-sick-leave-ordinance-0>



**PAID SICK LEAVE – CITY OF DALLAS**



**City Ordinance 31181**

Employers must provide employees with paid sick leave to care for themselves or a family member. An employee may use paid sick leave for the employee's or their family member's illness, injury, healthcare, and reasons related to domestic abuse, sexual assault, or stalking.

| Paid Sick Leave  |                            |                            |                            |
|--|----------------------------|----------------------------|----------------------------|
| Employer size (in the past 12 months)                        | 5 or fewer employees       | 6 to 15 employees          | 16 or more employees       |
| Rate of accrual  | 1 hour per 30 hours worked | 1 hour per 30 hours worked | 1 hour per 30 hours worked |
| Minimum accrual limit and minimum carry over of unused leave | 48 hours                   | 48 hours                   | 64 hours                   |
| Effective date   | August 1, 2021             | August 1, 2019             | August 1, 2019             |

\*Employers may have a more generous leave policy

**For more information or to file a complaint, call 214-670-FAIR (3247) or visit [www.dallascityhall.com/paid-sick-leave](http://www.dallascityhall.com/paid-sick-leave).**

Dallas City Hall | 1500 Marilla Street, 1BN, Dallas, Texas 75201 | 214-670-FAIR (3247)  
 214-670-0665 (fax) | [paysickleave@dallascityhall.com](mailto:paysickleave@dallascityhall.com) | [dallascityhall.com/paid-sick-leave](http://dallascityhall.com/paid-sick-leave)



## PAID SICK LEAVE - MICHIGAN



**Michigan Department of Licensing and Regulatory Affairs**  
 Wage and Hour Division  
 PO Box 30476  
 Lansing, MI 48909-7976  
**REQUIRED POSTER**  
**GENERAL REQUIREMENTS – PAID MEDICAL LEAVE ACT\***



|  |
|--|
| <p><b>Coverage</b></p> <p>The Paid Medical Leave Act, 2018 Public Act 338, as amended by 2018 Public Act 369, effective March 29, 2019, covers employers who employ 50 or more individuals. The act covers individuals engaged in service to an employer in the business of the employer and from whom an employer is required to withhold for federal income tax purposes. An eligible employee does not include executive, administrative, and professional overtime exempt employees, employees covered by a private collective bargaining agreement that is in effect, employees of the United States government, another state, or a political subdivision of another state, individuals whose primary work location is not in this state, individuals 16-19 years of age being paid the youth training wage in accordance with the Improved Workforce Opportunity Wage Act, temporary employees as described in the Michigan Employment Security Act, variable hour employees as defined by 26 CFR 54.4980H-1, employees covered by the Railway Labor Act and Railroad Unemployment Insurance Act, individuals employed by an employer for 25 weeks or fewer in a calendar year for a job scheduled for 25 weeks or fewer, individuals who worked, on average, fewer than 25 hours per week during the immediately preceding calendar year. (See section 2 of The Paid Medical Leave Act, 2018 Public Act 338.)</p>  |
| <p><b>Paid Medical Leave Accrual</b></p> <p>Paid medical leave accrual begins on March 29, 2019, or upon commencement of the employee's employment, whichever is later. Paid medical leave is accrued at a rate of 1 hour for every 35 actual hours worked; however, an employer is not required to allow accrual of over 1 hour in a calendar week or more than 40 hours in a benefit year. A benefit year is any consecutive 12-month period used by an employer to calculate an eligible employee's benefits. Employees can carry over up to 40 hours of unused accrued paid medical leave from one benefit year to the next; however, employers are not required to allow employees to use more than 40 hours in a single benefit year. An employer may provide the total amount of paid medical leave all at once by providing at least 40 hours at the beginning of the benefit year or on the date that the individual becomes eligible during the benefit year on a prorated basis. If an employer adopts this practice, it does not have to permit employees to carry over unused leave to the next benefit year. (See section 3 of the Paid Medical Leave Act, 2018 Public Act 338).</p>   |
| <p><b>Paid Medical Leave Usage</b></p> <p>An employee may use paid medical leave as it is accrued except an employer may require an employee to wait until the 90<sup>th</sup> calendar day after commencing employment before using accrued paid medical leave. Paid medical leave must be used in 1-hour increments unless the employer has a different increment policy set forth in writing in an employee handbook or other employee benefit document. Employees must follow the employer's usual and customary notice, procedural, and documentation requirements for requesting leave. The employee must be allowed at least 3 days to provide documentation. Employees may take paid medical leave for any of the following:</p> <ul style="list-style-type: none"> <li>• Physical or mental illness, injury, or health condition of the employee or his or her family member</li> <li>• Medical diagnosis, care, or treatment of the employee or employee's family member</li> <li>• Preventative care of the employee or his or her family member</li> <li>• Closure of the employee's primary workplace by order of a public official due to a public health emergency</li> <li>• The care of his or her child whose school or place of care has been closed by order of a public official due to a public health emergency</li> <li>• The employee's or his or her family member's exposure to a communicable disease that would jeopardize the health of others as determined by health authorities or a health care provider</li> </ul> <p>For domestic violence and sexual assault situations, employees may use paid medical leave for any of the following:</p> <ul style="list-style-type: none"> <li>• Medical care or psychological or other counseling</li> <li>• Receiving services from a victim services organization</li> <li>• Relocation and obtaining legal services</li> <li>• Participation in civil or criminal proceedings related to or resulting from the domestic violence or sexual assault</li> </ul> |
| <p><b>Employee Rights</b></p> <p>An employee may file a complaint with the Department of Licensing and Regulatory Affairs within 6 months of the alleged violation. LARA shall investigate a complaint and attempt mediation, where appropriate.</p>   |
| <p><b>Penalties</b></p> <p>If informal resolution is unsuccessful and a violation found, payment of paid medical leave improperly withheld will be requested and penalties may be imposed. An employer who fails to provide paid medical leave is subject to an administrative fine of not more than \$1,000.00. An employer who willingly violates the posting requirement is subject to an administrative fine of not more than \$100.00 for each separate violation.</p>  |

\*For precise language of the statute, see Public Act 338 of 2018, as amended

LARA is an equal opportunity employer/program.  
 Auxiliary aids, services and other reasonable accommodations are available, upon request, to individuals with disabilities.  
[www.michigan.gov/wagehour](http://www.michigan.gov/wagehour) • Toll Free 1-855-4MI-WAGE (1-855-464-9243)  
 WHD 9911 (Revised • 1/2019)





**PAID SICK LEAVE - MINNEAPOLIS**

CITY OF MINNEAPOLIS  
**NOTICE TO EMPLOYEES**  
 Minneapolis Labor and Employment Rights

**Minimum Wage Scheduled Increases**

|              | 100 or Fewer Employees               | More than 100 Employees |
|--------------|--------------------------------------|-------------------------|
|              | Small Business                       | Large Business          |
| Jan. 1, 2018 | —                                    | \$10.00                 |
| July 1, 2018 | \$10.25                              | \$11.25                 |
| July 1, 2019 | \$11.00                              | \$12.25                 |
| July 1, 2020 | \$11.75                              | \$13.25                 |
| July 1, 2021 | \$12.50                              | \$14.25                 |
| July 1, 2022 | \$13.50                              | \$15.00*                |
| July 1, 2023 | \$14.50                              |                         |
| July 1, 2024 | Equal to Large <sup>1</sup> Business |                         |

\*Increases to account for inflation, every subsequent January 1st.

**Sick and Safe Time**

- Sick and Safe Time is access to time off work for Sick and Safe Time purposes.
- All types of employees, including part-time, qualify.
- One hour accrues for every 30 worked, capped at 48 per year and 80 overall (yearly and overall caps operate simultaneously).
- Employers must compensate for use at employees' base rate, except if they employ fewer than 6 employees.
- Hours begin accruing on 1<sup>st</sup> day of work and may be used on the 90<sup>th</sup> day of employment.



**Sick Time**

- Illness
- Injury
- Medical rest
- Recuperation
- Appointment



**Safe Time**

Time off for an appointment to address domestic violence or sexual assault



**Sick or Safe Time Care of a Family Member**



**Family Member Place-of-care Closure**  
 Due to inclement weather or unexpected emergency



**Working. Thriving. Together.**

Help make Minneapolis a healthier, more secure, and more productive community.

**Report Violations**

Please report information about exploitation of workers in Minneapolis:

Dial 311, file online at [minimumwage.minneapolismn.gov](http://minimumwage.minneapolismn.gov) or [sicktimeinfo.minneapolismn.gov](http://sicktimeinfo.minneapolismn.gov), or visit 350 S. Fifth St. (City Hall) Rm. 239

**Retaliation Prohibited**

It is unlawful for an employer to restrain, prevent, or deny the exercise of any right protected under the Minneapolis Minimum Wage or Sick and Safe Time Ordinances.



**THIS POSTER MUST BE DISPLAYED WHERE EMPLOYEES CAN EASILY READ IT**  
 (This poster may be printed on 8 1/2" x 11" letter size paper. Download it at [minimumwage.minneapolismn.gov](http://minimumwage.minneapolismn.gov) or [sicktimeinfo.minneapolismn.gov](http://sicktimeinfo.minneapolismn.gov).) More questions? We're here to help: [sicktimeinfo@minneapolismn.gov](mailto:sicktimeinfo@minneapolismn.gov), [minimumwage.minneapolismn.gov](http://minimumwage.minneapolismn.gov) or call 311.

For reasonable accommodations or alternative formats please contact the Minneapolis Civil Rights Department at 612-673-3012. People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users can call 612-673-2157 or 612-673-2626. Para asistencia 612-673-2700, Yag xav tau kev pab, hu 612-673-2800, Hadii aad Caawimaad u baahantahay 612-673-3500.



**PAID SICK LEAVE - PHILADELPHIA**

# Philadelphia's Paid Sick Time

**Promoting Healthy Families and Workplaces**

**EFFECTIVE MAY 13, 2015**



Starting May 13, 2015 employees who work at least 40 hours a year within the City of Philadelphia limits will be eligible to earn paid/unpaid sick leave.

- Employees are eligible to earn 1 hour of sick time for every 40 hours they work.
- Employers with 10 or more employees are required to provide paid sick leave. Employers with 9 or fewer employees are required to provide unpaid sick leave.
- A maximum of 40 sick time hours may be earned in a calendar year. Accrued sick time may be used after an employee has worked a minimum of 90 days. Accrual begins May 13, 2015 for all current employees.
- Earned sick time can be used for the employee's own health needs, to care for a family member or for leave due to domestic abuse or sexual assault.
- If an employer refuses to provide earned sick time or retaliates against employees for utilizing sick time, the employee can make a formal complaint to the City of Philadelphia's Sick Leave Agency after September 2015.

**Bill No. 141026**

**EMPLOYEES COVERED**

- Work in the City of Philadelphia
- Work at least 40 hours a year

**EMPLOYEES NOT COVERED**

- Independent Contractors
- Seasonal Workers
- Adjunct Professors
- Employees hired for a term of less than 6 months
- Interns
- Pool employees
- Employees covered by collective bargaining agreements
- State and federal employees

**EMPLOYER INFORMATION**

- Employers with 10 or more employees must provide paid sick leave.
- Large chains with employees who work within the City of Philadelphia limits must provide paid sick leave.
- Employers with 9 or fewer employees must provide unpaid sick leave.

**Employers must notify employees that they are entitled to sick time, the amount of sick time and the terms of its legal use.**

**FOR MORE INFORMATION- SUBMIT QUESTIONS TO: [paidsickleave@phila.gov](mailto:paidsickleave@phila.gov)**

Updated 4/23/2015







## PAID SICK LEAVE – COLORADO



**COLORADO**  
Department of  
Labor and Employment

### Colorado Workplace Public Health Rights Poster: PAID LEAVE, WHISTLEBLOWING, & PROTECTIVE EQUIPMENT

Effective January 1, 2021  
*Must be updated annually; new poster available 1st week of each December*

#### THE HEALTHY FAMILIES & WORKPLACES ACT (“HFWA”): Paid Leave Rights

**Coverage:** Employers with at least 16 employees are required to provide paid leave under the HFWA

- Employees earn 1 hour of paid leave per 30 hours worked (“accrued leave”), up to 48 hours a year.
- Up to 80 hours of supplemental leave applies in a public health emergency (PHE), until 4 weeks after the PHE ends.
- Regular hours and pay set the rate of accrual and compensation for leave, during which benefits continue.
- Up to 48 hours of unused accrued leave carries over for use the next year.
- For details on specific situations (irregular hours, non-hourly pay, etc.), see Wage Protection Rule 3.5, 7 CCR 1103-7.

**Employees can use accrued leave for the following safety or health needs:**

- (1) a mental or physical illness, injury, or health condition that prevents work, including diagnosis or preventive care;
- (2) domestic abuse, sexual assault, or criminal harassment leading to health, relocation, legal, or other services needs;
- (3) has a family member experiencing a condition described in category (1) or (2); or
- (4) in a PHE, a public official closed the workplace, or the school or place of care of the employee’s child.

**In a public health emergency (PHE), employees can use supplemental PHE leave for the following needs:**

- (1) self-isolating or work exclusion due to exposure, symptoms, or diagnosis of the communicable illness in the PHE;
- (2) seeking a diagnosis, treatment, or care (including preventive care) of such an illness;
- (3) being unable to work due to a health condition that may increase susceptibility to or risk of such an illness; or
- (4) caring for a child or other family in category (1)-(3), or whose school or child care is unavailable due to the PHE.

During a PHE, employees still earn up to 48 hours of accrued leave and may use supplemental leave before accrued leave.

**Employer Policies (Notice, Documentation, Incremental Use, Privacy, and Paid Leave Records)**

- **Written notice and posters.** Employers must (1) provide notice to new employees no later than other onboarding documents/policies; and (2) display updated posters, and provide updated notices to current employees, by end of year.
- **Notice for “foreseeable” leave.** Employers may adopt “reasonable procedures” in writing as to how employees should provide notice if they require “foreseeable” leave, but cannot deny paid leave for noncompliance with such a policy.
- **An employer can require documentation to show that leave was for a qualifying reason only if leave was taken for four or more consecutive work days** (i.e. days on which an employee would have worked, not calendar days).
- **Documentation is not required to take paid leave**, but can be required as soon as an employee can provide it after returning to work or separating from work (whichever is sooner). **No documentation can be required for PHE leave.**
- **To document leave for an employee’s (or an employee’s family member’s) health-related need**, an employee may provide: (1) a document from a health or social services provider if services were received and document can be obtained in reasonable time and without added expense; otherwise (2) the employee’s own writing.
- **To document that an employee (or an employee’s family member) required leave for a need related to domestic abuse, sexual assault, or criminal harassment**, an employee may provide: a document or writing under (1) above (e.g. from a provider of legal or shelter services) or (2) above, or a legal document (e.g., a restraining order or police report).
- **If an employer reasonably deems an employee’s documentation deficient**, the employer must: (A) notify the employee within seven days of either receiving the documentation or the employee’s return to work or separation (whichever is sooner), and (B) give the employee at least seven days to cure the deficiency.

- **Incremental use.** Depending on employer policy, employees can use leave in either hourly or six-minute increments.
- **Employee Privacy.** Employers cannot require employees to disclose “details” about an employee’s (or their family’s) HFWA-related health or safety information; such information must be treated as a confidential medical record.
- **Records must be provided upon request.** Employers must provide documentation of the current amount of paid leave employees have (1) available for use, and (2) already used during the current benefit year, including any supplemental PHE leave. Information may be requested once per month or when the need for HFWA leave arises.

**Retaliation or Interference with HFWA Rights:**

- **Paid leave cannot be counted as an “absence”** that may result in firing or another kind of adverse action.
- **An employee can’t be required to find a “replacement worker” or job coverage when taking paid leave.**
- **An employer cannot fire, threaten, or otherwise retribute against, or interfere with use of leave by**, an employee who: (1) requests or takes HFWA leave; (2) informs or assists another person in exercising HFWA rights; (3) files a HFWA complaint; or (4) cooperates assists in investigation of a HFWA violation.
- **If an employee’s reasonable, good-faith HFWA complaint, request, or other activity is incorrect**, an employer need not agree or grant it, but cannot act against the employee for it. Employees can face consequences for misusing leave.

#### THE PUBLIC HEALTH EMERGENCY WHISTLEBLOWER LAW (“PHEW”): Worker Rights to Express Workplace Health Concerns & Use Protective Equipment

**Coverage:** All Employers and Employees, Plus Certain Independent Contractors

- PHEW covers not just “employers” and “employees,” but all “principals” (an employer or a business with at least 5 independent contractors) and “workers” (employees or independent contractors at a “principal”).

**Worker Rights to Oppose Workplace Health/Safety Violations During Public Health Emergencies:**

- It is unlawful to retaliate against, or interfere with, the following acts during, and related to, a public health emergency:
  - (1) **raising reasonable concerns**, including informally, to the principal, other workers, the government, or the public, about workplace violations of government health or safety rules, or a significant workplace health or safety threat;
  - (2) **opposing or testifying, assisting, or participating** in an investigation or proceeding about retaliation for, or interference with, the above-listed conduct.
- A principal need not address a worker’s PHEW-related concern, but it still cannot fire or take other action against the worker for that reason, as long as the concern was reasonable and in good-faith.

**Workers’ Rights to Use Their Own Personal Protective Equipment (“PPE”):**

- A worker must be allowed to **voluntarily wear their own PPE** (mask, faceguard, gloves, etc.) if the PPE (1) provides **more protection** than equipment provided at the workplace, (2) is **recommended** by a government health agency (federal, state, or local), and (3) does not make the worker **unable to do the job**.

#### COMPLAINT RIGHTS (under both HFWA & PHEW)

- Violations may be reported to the Division as complaints or anonymous tips, or may be filed as in court after exhausting pre-lawsuit remedies.

This Poster summarizes two Colorado workplace public health laws, SB 20-205 (paid leave) and HB 20-1415 (whistleblowing and personal protective equipment). It does not cover other health or safety laws, rules, and orders, including under the federal Occupational Safety and Health Act (OSHA), from the Colorado Department of Public Health and Environment (CDPHE), or from local public health agencies. Contact those agencies for such health and safety information.

**This poster must be displayed where it is easily accessible to workers, shared with remote workers, provided in languages other than English as needed, and replaced annually.**

For full versions of these laws, more detailed fact sheets, or questions, information, or complaints: as to these or other labor laws, contact:  
Division of Labor Standards and Statistics, coloradolaborlaw.gov, cdle\_labor\_standards@state.co.us, 303-318-8441 / 888-390-7936.





**REQUEST FOR LEAVE OF ABSENCE FORM**  
(Please Read Important Information on Page 2)

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| <b>NAME</b>         |                      | <b>DATE</b>         |
| <b>HOME ADDRESS</b> | <b>CITY</b>          | <b>ZIP</b>          |
| <b>STORE NUMBER</b> | <b>EMPLOYEE ID #</b> | <b>PHONE (    )</b> |
| <b>JOB TITLE</b>    | <b>MANAGER NAME:</b> |                     |

**INITIAL LEAVE REQUEST**      or       **EXTENSION OF LEAVE REQUEST\***

*\*Note: Extensions require approval and timely submission of appropriate documentation to support the request*

REASON FOR LEAVE: (Please check the appropriate box below to indicate the reason for your leave request)

**Medical Leave (All Medical Leave requests require a signed Medical Certification from an approved Medical Practitioner)**

- Health Condition (Self)
- Job Related Injury/Illness      Injury Date: \_\_\_\_\_
- Pregnancy Disability      Expected Delivery Date: \_\_\_\_\_
- Health Condition of a Family Member      Name & Relationship: \_\_\_\_\_

**Personal Leave (Education & Bonding Leave requests will require appropriate documentation to support request)**

- Education/Training (School verification required)      Other (specify reason): \_\_\_\_\_
- Bonding Leave - New Child (CFRA qualifying)

**Military Leave**

- Active Duty (Attach Military Orders)

**INCLUSIVE DATES OF LEAVE:** FROM \_\_\_\_\_ THROUGH \_\_\_\_\_ **EXPECTED RETURN DATE:** \_\_\_\_\_

INSURANCE: Employee is responsible for arranging continuation of coverage; see Continuation of Insurance on Page 2.

- I want to continue all of my Health benefits and Life Insurance for myself and my dependents.
- I do not want to continue my Health benefits and Life Insurance.

**Note Regarding New Dependents:**

If you acquire a new dependent while on leave, you must enroll that dependent in Human Resources within 30 days of the date of birth, adoption or marriage.

I CERTIFY THAT I HAVE READ THE INFORMATION PRINTED ON THE BACK OF THIS FORM AND I UNDERSTAND MY RIGHTS AND OBLIGATIONS.





|                                    |      |
|------------------------------------|------|
| Employee Signature (If available): | Date |
|------------------------------------|------|

**HR DEPARTMENT USE ONLY**

Hire Date: \_\_\_\_\_

Employee Status: \_\_\_\_\_

Does this leave qualify under the FMLA/CFRA?  YES  NO

Medical information/certification attached

Proof of birth or placement of child

FMLA Administration Module Updated

If leave extension, indicate initial start date of leave: \_\_\_\_\_

During the preceding twelve months, employee has used \_\_\_\_\_ hours of paid/unpaid leave, which qualifies under FMLA/CFRA.

Dates of Leave:  Approved as requested  Modified: From \_\_\_\_\_ To \_\_\_\_\_  Denied

**Leave Approved as Follows:**

FMLA/CFRA Leave - Medical Certification Attached

Personal Leave up to 30 Days

Medical Leave Non-FMLA/CFRA – Medical Certification Attached

Personal Leave over 30 Days Recommended

CFRA Bonding Leave -Documentation Attached

Personal Leave for Education

Extension of Leave – Documentation Attached

Military Leave – Orders Attached

Classified as Time Off Request- Less than 30 days

|   |      |
|---|------|
| Signature-Appointing Authority or Designee: | Date |
|---|------|



## REQUEST FOR LEAVE OF ABSENCE IMPORTANT INFORMATION

**NOTE: When foreseeable, all leaves must be requested 30-days in advance**

### **AUTHORIZED APPROVAL OF LEAVES**

Leaves, with or without pay, of over 3 calendar days require the approval of the Regional Manager and the Human Resources Manager. **This form *must* be submitted when an employee makes a request for a leave of absence.**

### **RETURN FROM LEAVE**

A medical clearance is required before an employee may return from a medical leave.

### **ELIGIBILITY FOR LEAVE**

- a. *Eligible PTO time:* Employees are required to use accrued leave time before taking leave without pay. (Note: For Workers Compensation leaves, contact Human Resources for coordination of leave PTO options)
  
- b. *Service:* Regular employees with less than 90 days continuous and consecutive service are not eligible for personal leaves, or educational leaves. To qualify for FMLA/CFRA Leave, employees must have 12 months of service and at least 1,250 hours in the 12- month period before the date leave begins.
  
- c. *Documentation:* Employees must provide medical, school, military orders, or other documentation necessary to support the leave request. All leaves for medical reasons (whether for the employee or for family members) require an approved medical certification. A Medical Certification Form must be submitted with the Request for Leave of Absence Form. **(FMLA PACKET)**

### **CONTINUATION OF INSURANCE DURING LEAVES:**

Prestige Maintenance USA Ltd pays employer contribution for health insurance coverage when an employee is active in payroll system on a semi-monthly/ weekly pay period cycle. Whenever an employee is not active in payroll system in a semi-monthly/ weekly pay period (and is not on an approved FMLA Leave or Workers' Compensation Leave), the employee must make arrangements to pay the full amount of the premiums for continuation of coverage or loss of coverage will result. To continue coverage, the employee must make arrangements with the Human Resources Division to pay the full amount of the premium **in advance** of coverage.

### **CONTINUATION OF INSURANCE FOR ELIGIBLE FMLA LEAVES:**

Prestige Maintenance USA Ltd pays the employer contribution for FMLA eligible employees. The employee must make arrangements to pay his/her share of dependent/s contribution to Human Resources. **DEPENDENTS WILL NOT BE COVERED UNLESS EMPLOYEES PAY THEIR SHARE OF DEPENDENT COVERAGE TO HUMAN RESOURCES IN ADVANCE.**

### **CONTINUATION OF INSURANCE FOR WORKERS' COMPENSATION LEAVES:**

Prestige Maintenance USA Ltd pays the employee only contribution for employees on workers' compensation leaves. The employee must make arrangements to pay the full dependent cost to Human Resources. **DEPENDENTS WILL NOT BE COVERED UNLESS THE EMPLOYEE PAYS THE FULL COST OF DEPENDENT COVERAGE TO HUMAN RESOURCES IN ADVANCE.** 01-2020

Page 2 of 2

### ACKNOWLEDGEMENT TO THE HANDBOOK

I acknowledge that I have received the Company's Employee Handbook ("the Handbook"), dated January, 2020, and understand that violations of the policies contained in the Handbook could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for the Company and that the Company reserves the right to modify the Handbook or amend or terminate any policy, procedures, or employee benefit programs at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either the Company or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of the Company, other than the Managing Partners, have any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to my direct supervisor.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Witness Signature

**Please keep a copy of this acknowledgement for your records.**

