



TEAM MEMBER HANDBOOK

CODES & CONDUCT

ATHENS CLEANING COMPANY
630 Hawthorne Ave
Athens, GA 30606

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Welcome to the team! I'm excited to have you as a team member and look forward to learning how we can go above and beyond to serve you. To begin, I want to let you know a little more about the mission, vision & philosophy of Athens Cleaning Company so you will better understand the team you are on and how we choose to live out our values.

The foundation of Athens Cleaning Company is the belief that service to humanity is the best work of life. As a result, we adopted the following phrase as our mission statement: *We go above and beyond to serve people.*

We are guided by our vision statement: *We are trusted by our clients, appreciated by our team members, and remembered by our community.* We build trust by doing what we say we will do, over and over and over again. We gain appreciation by first showing appreciation, and doing it consistently. And we become memorable when we continually serve our community at a high level. We seek to do in the professional office cleaning industry what Chick-Fil-A has done in the fast food industry - which is to stand out for our high quality product and high touch customer service in an industry which is most often lacking in both.

The only way we are able to live out our mission, vision and philosophy is by attracting the right team members. Here are the seven core values we look for in each team member:

- have solid **Character**
- **Care** about doing a good job
- have the ability to **Communicate** effectively
- desire to keep our clients **Safe**
- have the heart to **Serve**
- understand how to be **Professional**
- are consistently **Productive**

My friend, YOU are our most important asset, and we are committed to providing the resources and guidance YOU need to go above and beyond to serve our clients. YOU will prove to them that they made the best decision to trust Athens Cleaning Company as their professional office cleaning service.

I'm honored to have you on the ACC team. Thank you for partnering with us to go above and beyond to serve people!

Josh Melton
CEO

INTRODUCTION

OUR ORGANIZATION

Athens Cleaning Company (ACC) is owned and operated in Athens, Georgia, by Josh Melton, Chad Brown, and Kim Melton. We provide commercial cleaning services to businesses in Athens, Watkinsville, and the surrounding areas - including banks, professional offices, medical offices, and churches. As the company grows, additional supervisors will be appointed based on individual capabilities, responsibility, leadership traits, and dependability.

THE ATHENS CLEANING COMPANY WAY

Our mission, vision, and core values lay the foundation for how we do business and make decisions. Every action and decision should funnel through the lens of The ACC Way.

OUR MISSION:

We go above and beyond to serve people.

OUR VISION:

We are trusted by our clients, appreciated by our team members, and remembered by our community.

OUR CORE VALUES:

Character, Care, Communication, Safety, Service, Professionalism, Proficiency

OUR EXPECTATIONS

ACC team members must follow the established rules and conduct themselves as professionals using good judgment. Should an employee disregard the company's policies and procedures, disciplinary action or termination will be implemented as necessary.

YOUR SUGGESTIONS

ACC is open to all suggestions or recommendations. We encourage our team members to work smarter, not harder. Should you have any ideas or suggestions, please bring them to the attention of management via the ACC Team Member line (706-363-3905) or by emailing justin@athenscleaning.com.

NOTE

Information in this handbook may change at any time. We'll do our best to keep it updated with the most current policies and procedures. Please discuss any questions, concerns, suggestions, etc. with management or the ACC management staff.

CONTRACTING AGREEMENT

SUBCONTRACTOR AGREEMENT

Team members are hired as subcontractors of ACC. Team members must sign a subcontractor agreement with ACC and will be paid on a per cleaning basis as a 1099 subcontractor.

CONFLICT OF INTEREST

ACC seeks to foster a sense of trust and ownership in our team members. Team members must never allow themselves to be placed in a position where their personal interests are in conflict, or could be in conflict, with the interests or business of the company. Team members should avoid any situation or activity that compromises, or may compromise, their judgment or ability to act in the best interest of the company.

TRAINING & QUALITY CONTROL

Online and in-person training will be provided to team members by management upon hiring and when a team member becomes responsible for a new account. Continued training sessions with refreshers and tips will be made available to team members throughout the year. Additionally, management makes regularly scheduled quality control visits to accounts. Feedback from these visits will be communicated on a regular basis to team members as a learning opportunity, with notes on both satisfactory work as well as problem areas in need of addressing. Failure to correct issues with repeated feedback may be grounds for dismissal.

SCHEDULING AND PAYROLL

WORK SCHEDULES

Team members will be notified of their work schedule as soon as they are hired. Team members should contact management to determine holidays and how they affect work schedules. Should changes in the work schedule be required to accommodate the company's needs, team members will be notified of the changes at least 2 hours in advance. Team members requesting any extended leave of absence that is not sick leave must give a minimum of two weeks notice. Team members requesting a leave of absence should contact ACC management through the ACC Team Member line (706-363-3905) and fill out the Time Off Request Form. If a leave of absence is needed due an emergency, please contact ACC management as soon as possible.

SICK LEAVE

Sick leave is not paid by ACC. If a team member cannot make it to work due to illness, the team member must immediately notify ACC management to arrange a replacement. We reserve the right to dismiss a team member if a team member's continued absences due to illness affect ACC's capacity to operate and serve our clients.

PAYMENTS

ACC pays every two weeks on Friday. A week for payroll purposes begins on Monday and ends on Sunday. Unless otherwise agreed upon, ACC pays a flat rate per account per shift for each cleaning.

ADMINISTRATIVE PAY CORRECTIONS

Team members should notify management immediately of any discrepancies in pay. Corrections will be reflected on the next payroll after management has been notified.

DIRECT DEPOSIT

Direct deposit is available to all Athens Cleaning Company team members. Team members may contact management for a direct deposit form to have paychecks deposited to your checking or savings account.

HOLIDAY PAY

ACC clients are typically closed on major holidays and cleaning services may not be needed. Holiday pay is not offered for days when cleaning is not performed.

WORK CONDUCT & DISCIPLINARY ACTION

ATTENDANCE & PUNCTUALITY

Team members must show up to work within the prescribed time frame. Success of the business depends on the team members' attendance and punctuality. Missed attendance will not be tolerated. Missing a scheduled shift without notifying management will result in immediate dismissal.

PERSONAL APPEARANCE

Team members must present a neat, clean, and professional appearance. Clothing should fit a business casual style. It should be clean, without holes, and wrinkle-free. Company T-shirts and company name tags will be provided by ACC. Name tags must be worn at all times when on site. Pants or shorts may be khaki, navy, or black. Shorts must be a reasonable length. Shoes should be comfortable, neat, closed-toed, and clean without holes. In order to prevent injury, close-toed shoes are mandatory, and they must completely cover the foot and provide necessary support. Sandals or flip-flops are prohibited. Hair must be neat, clean, combed, and must not interfere with safe operation of equipment/machinery. Team members may elect to wear hats. All clothing should display minimal logos, slogans, or branding.

CELL PHONES & TEXTING

Cell phone use is designated for emergency situations only. Non-emergency phone usage for personal calls or texting is prohibited while cleaning. Cell phones may be used with headphones for music or podcasts while cleaning.

DRUG & ALCOHOL USE

Team members may not report to work under the influence of any drug or alcohol. Evidence or use of intoxicating or illegal substances will not be tolerated at work and are grounds for immediate termination.

SMOKING & TOBACCO PRODUCTS

Smoking and use of other tobacco products is strictly prohibited while working or representing the company or wearing the company uniform. Team members should uphold the company image of professionalism.

SEXUAL & UNLAWFUL HARASSMENT

Workplace harassment will not be tolerated by any individual for any reason. Derogatory, inflammatory, or otherwise disrespectful language, images, or materials do not reflect the professionalism expected of ACC team members, and they are not allowed at the workplace. Team members should report any signs of harassment to the management staff immediately. ACC has a zero tolerance policy for workplace harassment.

USE OF EQUIPMENT, SUPPLIES, & VEHICLES

In order to prevent damage or loss, equipment or supplies owned by a customer or client will not be used by ACC team members without express permission. ACC's equipment and supplies may not be used for team members' personal use without permission. ACC management must specifically authorize the equipment use, and the company is not responsible for damages caused by its use.

RETURNING PROPERTY

Each team member must return any property belonging to ACC, prior to the team member receiving their last paycheck. The necessary funds may be deducted from the team members' last paycheck unless returned. The team member will be notified of the charges prior to actual deduction.

WORKSITE SECURITY

Each team member is responsible for the security of the building, equipment, and supplies. Do not leave equipment or supplies unattended and always secure them in the assigned janitor's closet or storage location at the end of the day. If required, lock each door behind you as you leave. Prior to leaving the building at the end of the shift, check each door again for proper security. In order to provide a safe working environment, most buildings need securing at the beginning of the shift. Check with management regarding the required security for each building, and do your part to ensure a safe work environment.

PROGRESSIVE DISCIPLINE

Progressive discipline is a tool used to discourage and prevent unacceptable behavior. In most cases and initially, team members will be verbally warned and coached on expected behavior. If negative behavioral trends continue, the team member may be terminated. Progressive discipline does not

apply to illegal activity. Team members will be immediately dismissed and may be prosecuted for any illegal activities conducted at the workplace.

RESIGNATION

Team members should provide at least a two-week notice when resigning, if possible, to allow for an easier transition of their work duties.

TEAM MEMBER MAJOR OFFENSES

LYING & STEALING

Team members caught lying and/or stealing will be dismissed immediately.

NOT SHOWING UP TO A SCHEDULED CLEAN OR FAILING TO COMPLETE A SCHEDULED CLEAN

Team members missing a scheduled shift or leaving a scheduled shift unfinished without notifying management will be dismissed immediately.

UNAUTHORIZED CLEANER IN AN ACCOUNT

A team member who has an unauthorized cleaner in an account will be dismissed immediately. Team members wishing to have a helper in an account must contact ACC management for approval. All helpers must go through the appropriate ACC channels prior to being released to assist team members.

ACCOUNT LEFT UNLOCKED AND/OR UNARMED

Team members with multiple occurrences of leaving an account unlocked once finished cleaning, regardless of setting an alarm, will be removed from the account. Team members may or may not be offered another account. Team members will also be presented with a failing Quality Control inspection report.

NO PAPER PRODUCTS IN RESTROOMS OR LOW PAPER PRODUCTS NOT REPLACED/SUPPLEMENTED

Team members with multiple occurrences of failing to leave an appropriate amount of toilet paper, paper towels, and/or hand soap in an account restroom or leaving an account restroom completely empty of toilet paper, paper towels, and/or hand soap will be removed from the account. Team members may or may not be offered another account. Team members will also be presented with a failing Quality Control inspection report.

TRASH NOT COLLECTED

Team members with multiple occurrences of failing to empty all applicable account trash cans or failing to collect trash entirely will be removed from the account. Team members may or may not be offered another account. Team members will also be presented with a failing Quality Control inspection report.

DISORGANIZED SUPPLY CLOSET

Team members who fail to consistently keep an organized supply closet at an account will be removed from the account. Team members may or may not be offered another account. Team members will also be presented with a failing Quality Control inspection report.

CATCH-ALL CLAUSE

A team member engaging in anything not previously mentioned that results in broken client trust, client vulnerability, client embarrassment, client monetary loss, and/or severe client inconvenience will undergo the appropriate disciplinary action, which could potentially result in immediate dismissal.

SAFETY & EMERGENCY RESPONSE

SAFETY

Team members have the right to work in a safe environment. Should a team member identify a safety issue or concern while working which they cannot correct and immediately notify ACC management for corrective action. For life-threatening safety issues, team members should immediately contact the necessary emergency response center via 911 (i.e., fire department, police, ambulance), and then contact ACC management. Team members are expected to exhibit good judgment while working. Engaging in risky behavior may cause injury or death, loss or damage to property, or loss in wages. Should a team member become injured during the shift, they should immediately notify ACC management.

EMERGENCY RESPONSE

Should a life-threatening emergency occur while on site at an account, team members should contact the necessary emergency response center via 911 (i.e., fire department, police, ambulance). If a fire occurs, they should pull the nearest fire alarm, and if possible, extinguish the fire. If it is not possible to extinguish the fire, they should evacuate the building immediately. Should an unauthorized person enter the building, the authorized person should be immediately escorted from the building and their height, weight, hair and eye color, clothing, and any other special characteristics noted, as well as mode and direction of travel. If the unauthorized person is hostile, team members should escape for the presence of the person and contact the police via 911. Team members should report any incidents to management immediately. Should a hostile or threatening activity occur, team members should lock themselves into the building or room as applicable and call 911. For non-life threatening emergencies (i.e., leaking pipes, sewer back-up, basement flooding, etc.), team members should notify ACC management immediately and wait for further instructions. Each team member is responsible for knowing these emergency procedures.

ATTACHMENTS

ATHENS CLEANING COMPANY TEAM MEMBER JOB REQUIREMENTS

Must be able to lift up to 35 lb., work with residential and commercial cleansers, detergents, disinfectants, soaps, etc., stand for extended periods of time, bend or kneel for long periods of time. Raise arms above head, push pull or carry vacuum cleaners, waste bins or other equipment. Work outdoors as required, and walk up and down stairs. Must be able to work assigned shifts, including nights and weekends as required. Must be punctual, able to read, write, follow directions, problem solve, work well with others, and work with or without supervision as required. Must have a smartphone capable of downloading and operating smartphone apps with internet access through a data plan. Must be able to perform duties as listed in the ACC Janitorial Job Description. May be required to travel.

ATHENS CLEANING COMPANY TEAM MEMBER JOB DESCRIPTION

Team members will be required to sweep, mop, and vacuum floors and stairs as applicable. They will clean and polish restrooms including toilets, urinals, sinks, and vanities. Dust and spot-clean walls and window ledges, dust and polish furniture, remove and replace paper products from dispensers and fill soap dispensers. Empty waste, recyclable, and biohazard containers and replace liners as necessary. Clean interior and exterior windows/doors and sanitize telephones and electronics and vacuum furniture. Clean kitchenettes including sinks, miscellaneous kitchen appliances, and exterior cabinets. This listing is not all inclusive and other tasks may be required as directed by management.

COMPANY CONTACT INFORMATION

ATHENS CLEANING COMPANY MAIN OFFICE

630 Hawthorne Ave
Athens, GA 30606
(706) 395-5060 - call/text
info@athenscleaning.com

OWNER, CEO

Josh Melton
josh@athenscleaning.com

OWNER, CFO

Chad Brown
chad@athenscleaning.com

OWNER, CMO

Kim Melton
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INTEGRATOR, DIRECTOR OF OPERATIONS

Justin Douglas
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Robbie Beck
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ATHENS CLEANING COMPANY TEAM MEMBERS

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OWNER, ON CALL MANAGER

Ben Lockwood
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ACCOUNT FORTIFIER, ON CALL MANAGER

John Gartrell
john@athenscleaning.com

ON CALL MANAGER

Lindsey Conway
lindsey@athenscleaning.com

ON CALL MANAGER

Andrew Sorrells
andrew@athenscleaning.com

CODE OF CONDUCT AGREEMENT

I (team member) acknowledge that I have had the opportunity to review, have reviewed, and fully and completely understand the Athens Cleaning Company Code of Conduct. I agree to abide by the Athens Cleaning Company Code of Conduct within my role as a team member at Athens Cleaning Company, that all of my actions and decisions will be based on “The ACC Way,” and that I will always use good judgment within my role at ACC.

Team Member Printed Name: _____

Team Member Signature: _____

Date: _____