



Policies, Forms, Agreements, Programs, and Information covered in this handbook:

***In the order they appear in handbook*

1. Five Star Home Services Employee/Contractor Counseling/Progressive Discipline Policy
2. Copy of Five Star Home Services Employment Agreement
3. Copy of Five Star Home Services 90 Day Probationary Period
4. Company Dress Code/Appearance code
5. Company Pay Policy, and Company Time off Request/Vacation Policy
6. Company Smoking Policy, Company Stealing Policy, Emergency Funeral Time off, and Employee Annual Review
7. Five Star Home Services New Customer referral Bonus Program
8. Company Attendance Policy
9. Company Monthly Bonus Program
10. Five Star Home Services Employee referral Bonus Program
11. Company Drug-Free Workplace Policy
12. Copy of Five Star Home Services Fair Notice on Ending of Employment contract
13. Copy of Five Star Home Services Uniform contract and agreement
14. Five Star Home Services New Employee/Contractor Referral Bonus Program



FIVE STAR HOME SERVICES EMPLOYEE/CONTRACTOR COUNSELING/PROGRESSIVE DISCIPLINE POLICY

The policies and procedures stated below work in conjunction with the Five Star Home Services 90 day probation period for new hires.

Purpose:

It is the stated goal of Five Star Home Services to help individuals and businesses keep their places of residence as clean as possible using the methods and procedures developed to ensure a “high-level of clean” whenever performed. Each employee/contractor of Five Star Home Services should strive to contribute to the realization of this stated goal as he or she goes about the performance of work tasks.

However, situations arise and human reactions occur that cause employees/contractors to lose focus on the company’s worthy goal. When this loss of focus occurs, supervisors of employees must implement a method of corrective counseling so employees can return to the pursuit of the stated goal.

Through this policy, methods and procedures to correct and educate employees/contractors in regard to loss of focus areas or perhaps even violations of company policy are provided so that employees/contractors can return to the pursuit of the stated goal.

To that end, the following progressive counseling and discipline procedure is being implemented. The purpose of the procedure listed here is to encourage and help employees/contractors work together harmoniously according to the standards of Five Star Home Services.

Policy:

Five Star Home Services has adopted a progressive discipline policy. Progressive steps will be followed in employee/contractor disciplinary matters except in matters the company, its representatives, or its management determine need to be addressed outside of the progressive system.

Normally, the employee's/contractor's immediate supervisor will administer any appropriate corrective or disciplinary action. Appropriate action will be determined based on factors such as severity, frequency, and degree of deviation from expectations and length of time involved. Because of the great variety of situations that may arise, the company may need to make decisions related to employment in a manner other than as provided in this section.

Disciplinary actions may take place in several forms. The forms of disciplinary actions are: Verbal Counseling actions; Written Counseling actions; Suspensions; Dismissals.

Verbal Counseling

Verbal counseling sessions may take place between employees/contractor and Team Leaders in situations that are deemed less serious in nature. Every effort to determine and resolve the cause of the

problem should be made. At the same time, however, it should be specifically stated that the employee/contractor is receiving a formal warning. Documentation of the verbal counseling should be made and maintained in departmental files for verbal counseling sessions.

Written Counseling

Written counseling sessions take place between an office manager or company owner and an employee/contractor when the behavior of the employee/contractor: is a repeated violation and verbal counseling has been administered; hinders the progress of the department in which the employee/contractor works; or hampers the progress of the company. Written warnings should be documented on a Corrective Counseling Form. Copies of all written warnings should be distributed as follows: one copy to the employee/contractor, and one to the company to be kept in the employee's file.

Suspension

Suspension, or release from duty, is a more severe action that may be used to continue investigations and/or for constructive improvement. Suspensions are issued when it is determined that a second warning would not suffice or that an initial incident is too severe for a warning yet not sufficiently severe for dismissal. Suspensions may vary in length, according to the severity of the offense or deficiency. Where a suspension has failed to produce the proper results, consideration should be given for a more lengthy suspension or the dismissal of the employee.

Copies of all suspensions should be distributed as follows: one copy to the employee/contractor, and one to the company to be kept in the employee's/contractor's file.

Suspension notices should indicate the following:

- a. the reason(s) for the discipline,
- b. the inclusive dates of the suspension, and
- c. the employee's right of appeal.

Dismissals

An employee's/contractor's employment may be terminated after other disciplinary measures have failed or when a first time incident occurs that is extremely serious. An employee/contractor may be discharged at any time without regard to any progressive steps if he or she commits an offense for which immediate discharge is specified as a penalty or if, in the company's judgment, the employee's continued presence would be contrary to the well-being of the company or its employees/contractor. Refer to the section for standards regarded as inappropriate behavior.

Behaviors That May Result in Disciplinary Action

Employees/contractors are prohibited from engaging in conduct listed below and may receive discipline up to and including dismissal for doing so. This list has been established to serve as examples of behavior that could warrant a range of disciplinary sanctions. Appropriate levels of discipline may be based on the severity of employee behavior. This list is not exhaustive.

- Displaying a disrespectful and/or inappropriate behaviors toward a customer, employee/contractor or supervisor;
- Refusing to do assigned work or failing to carry out the reasonable assignment of a manager, supervisor or department head;
- Being inattentive to duty, including sleeping on the job;
- Falsifying a time card or other company record or giving false information to anyone whose duty is to make such record;
- Being repeatedly or continuously absent or late, being absent without notice or reason satisfactory to the company
- Smoking within no-smoking areas such as in a company vehicle, on company property, or any customer's property, etc.

- Conducting oneself in any manner which is offensive, abusive or contrary to common decency or morality; carrying out any form of harassment including sexual harassment;
- Operating company-owned vehicles, equipment or private vehicles without proper license or operating any vehicle on company property or in an unsafe or improper manner;
- Having an unauthorized weapon, firearm or explosive on Company property;
- Appropriating company equipment, time or resources for personal use or gain;
- Conviction of a felony;
- Misusing or willfully neglecting company property, funds, materials, equipment or supplies;
- Unlawfully distributing, selling, possessing, using or being under the influence of alcohol or drugs when on the job or subject to duty;
- Fighting, engaging in horseplay or acting in any manner which endangers the safety of oneself or others. This includes acts of violence as well as threats of violence.
- Interfering in any way with the work of others;
- Stealing or possessing without authority any equipment, tools, materials or other property of the company or attempting to remove them from the premises without approval or permission from the appropriate authority;
- Marking or defacing walls, fixtures, equipment, tools, materials or other company property, or willfully damaging or destroying property in any way;
- Willful violation of common safety practices.

FIVE STAR HOME SERVICES EMPLOYMENT AGREEMENT

By and between Five Star Home Services referred to as "Company", and _____, referred to as "the Employee/Contractor".

The Company, located at 113 Arnold Overlook Lane, Arnold, MD 21012, employs Employee/Contractor and Employee/Contractor hereby agrees to be employed on the following terms and conditions:

1. Start Date: Employment shall commence on _____ time being of the essence.

2. DUTIES: Employee/Contractor agrees to perform the duties set out herein:

Clean houses and commercial properties as directed

Employee/Contractor shall perform such further duties as are customarily performed by one holding such position in other businesses of the same or similar nature as that engaged in by Company.

3. COMPENSATION: In consideration of the foregoing, Company shall pay Employee/Contractor a salary of \$_____ per _____ during probationary period, \$_____ afterwards if kept, for Employee's/Contractor's services, payable bi-weekly.

4. DURATION OF EMPLOYMENT: Employee's/Contractor's agreement shall remain in effect until it is terminated by either party, commencing on _____.

5. TERMINATION: This agreement may be terminated earlier upon (1) death of Employee/Contractor or illness or incapacity that prevents Employee/Contractor from performing his/her duties for a period of more than two weeks in any calendar year and (2) breach of the agreement by Employee/Contractor. Such option shall be exercised by Employer giving a notice to Employee/Contractor by certified mail, addressed to him in care of employer. With such notice, this agreement shall cease and come to an end 3 days after in which the notice is mailed.

6. MISCELLANEOUS: (1) Employee/Contractor agrees not to disclose any of Company's trade marks during or after the employment. (2) In the event of any dispute over this agreement, it shall be resolved through binding arbitration under the rules of the American Arbitration Association.

7. COVENANT TO NOT COMPETE: (a) The employee/contractor agrees not to compete with the company in the practice of cleaning residential and commercial properties while working for

the company and for a period of two years after termination of employment within a radius of 25 miles of Five Star Home Services at 113 Arnold Overlook Lane, Arnold, MD 21012.

(b) For purposes of this covenant to not compete, competition is defined as soliciting or accepting employment by, or rendering professional services to, any person or organization that is or was a client a client of Five Star Home Services during the term of the employee's/contractor's work with the company.

In witness whereof, both parties have executed this agreement at 8338 Veterans Highway, Suite 105A, Millersville, MD 21108, on _____ (date).

Five Star Home Services
Company

Employee/Contractor

FIVE STAR HOME SERVICES 90 DAY PROBATIONARY PERIOD

At Five Star Home Service all newly hired employees/contractors are subject to a 90 day probation period. At any point during this timeframe the owner has the right to release the employee/contractor. This decision is strictly that of the owner's and nobody else holds these rights.

During the probationary period it is expected that the new-hire will not miss any work days for any reason, or be tardy. If so, the owner reserves the right to terminate the employee/contractor.

_____, your probation period begins on _____ and will end _____.

If you have read this notice, and understand what it entails please sign below.

EMPLOYEE/CONTRACTOR (Signature)

FIVE STAR HOME SERVICES REPRESENTATIVE (Signature/Title)



COMPANY DRESS CODE/APPEARANCE CODE

As an employee/contractor of Five Star Home Services every time you enter a customer's home, you are representing this company, and must portray a professional image. While it is not required that you "dress up" for work—as this is a physical, dirty job—there are minimum appearance guidelines that must be followed to keep a professional appearance.

While working all employees/contractors will be required to wear a Five Star Home Services T-Shirt, or polo shirt at all times (as provided by the company).

Employees/contractors can only wear the following items of clothing as leg wear while working (from the start of an employee's/contractor's shift, to the end):

1. Khakis (must be khaki colored, NO OTHER COLORS ARE ALLOWED)
2. Khaki Shorts (must be khaki colored, NO OTHER COLORS ARE ALLOWED)

All articles of clothing worn by employees/contractors must not have any holes in them, and must be neatly maintained.

While in houses all employees/contractors are required to wear something on their feet that has not, and will not, be worn outside. BARE FEET ARE NOT PERMITTED IN CUSTOMER'S HOMES.

If an employee/contractor has longer hair (below shoulder level) it must be kept up (example: pony tail, bun, etc), in a neat and orderly fashion. Hair bands will be provided for assistance.

All facial hair must be clean, neatly trimmed, and present a professional appearance.

Failure by an employee/contractor follow the above guidelines and adhere to the company dress code will result in the immediate forfeit of that employee's/contractor's bonus for that month. If they continue not adhering to the company dress code further disciplinary action (at company owner's discretion) will be warranted.

Since all employees/contractors are expected to read the employee/contractor handbook, this document serves as a warning to all workers. Once an employee/contractor has failed to adhere to the company dress code, disciplinary action will be warranted immediately.



COMPANY PAY POLICY

At Five Star Home Services Team Leader's hours are calculated daily from when they begin their Daily Briefing, until they are finished loading equipment for the next date at the company office (8338 Veterans Highway, 105A, Millersville, MD 21108), minus a half hour lunch break if they worked six (6) or more hours (as required by law).

All Residential Cleaning Specialist's hours are calculated daily from the time they pull up at the first house, to the time you finish loading equipment for the next day at company office (8338 Veterans Highway, 105A, Millersville, MD 21108), minus a half hour lunch break if they worked six (6) or more hours (as required by law).

All employees/contractors are paid one pay period behind to provide ample time for the company to make any adjustments to monies as needed. For example (random dates are used), if you work 40 hours from Sunday, 9/1 to Saturday 9/15, you will be paid for that 40 hours on Friday 9/28.



COMPANY TIME OFF REQUEST POLICY/VACATION POLICY

At Five Star Home Services all newly hired employees/contractors are subject to a 90-day probation period where they are not expected to miss any time (as explained in 90-day probation policy section of handbook).

After the 90 day probation period, unpaid time off can be requested with a minimum of two weeks (14 days) notice, or the owner has the right to reject said request.

All employees at Five Star Home Services are separated into two categories:

1. Full Time (averaged 64 or more hours per pay period in the most recent 13 pay periods)
2. Part Time (averaged 63.99 or less hours per pay period in the most recent 13 pay periods)

After six months at the company any employees WITH AT LEAST THREE (3) DAYS A WEEK AVAILABILITY (Full Time, and Part Time) are allowed one paid day off through the rest of their first year with the company. The amount of hours an employee is compensated for a paid day off is based on the average number of hours an employee has labored on a work day in the most recent past 13 pay periods. An employee must use their paid time off before the end of the calendar year, or they will lose the paid time off. Paid time off DOES NOT roll over to the next year.

If you'd like to request a paid day off in advance, two weeks (14 days) is the minimum notice to be given, or the owner has the right to reject said request.

There are no paid holidays off at Five Star Home Services. While there may not be any houses to clean that day, and no work to be done; no employees will be paid for those holidays off.

Full Time Employee Paid Time off Policy

After one year at the company, Full time employees, with at least three (3) days a week availability, are given seven (7) paid days off for their next year with the company (Anniversaries of Start date to be used). The number of hours a full-time employee is paid for is based on the average number of hours they've worked per day in the most recent past 13 pay periods. An employee must use their paid time off before the end of their next year with the company, or they will lose the paid time off. Paid time off DOES NOT roll over to the employee's next year with the company.

After three years with the company, Full time employees, with at least three (3) days a week availability are given additional three (3) Paid days off, making a total of ten (10) paid days off for their next year with the company. All hours paid are figured as described in the above paragraph.

Part Time Employee Paid Time off Policy

After one year at the company, Part time employees, with at least three (3) days a week availability, are given three (3) paid days off for their next year with the company (Anniversaries of Start date to be used). The amount of hours a part-time employee is paid for is based on the average number of hours they've worked per day in the most recent past 13 pay periods. An employee must use their paid time off before the end of the calendar year, or they will lose the paid time off. Paid time off DOES NOT roll over to the employee's next year with the company.

After two years at the company, Part time employees, with at least three (3) days a week availability are given an additional one (1) paid day off, making a total of four (4) paid days off for their next year with the company. All hours paid are figured as described in the above paragraph.

After three years at the company, Part time employees, with at least three (3) days a week availability, are given an additional one (1) paid day off, making a total of five (5) paid days off for their next year with the company. All hours paid are figured as described in the above paragraph.



COMPANY SMOKING POLICY

At Five Star Home Services there are no formal “smoke breaks” for employees/contractors who smoke.

When there is time for an employee/contractor to smoke, they must do so completely off of a customer’s property, and completely away from any Five Star Home Services property/equipment.



COMPANY STEALING POLICY

At Five Star Home Services stealing, in any form, will not be tolerated.

If you are a suspect in any theft cases, Five Star Home Services reserves the right to terminate your employment immediately.



EMERGENCY/FUNERAL TIME

After six (6) months of employment, all employees are given two (2) paid days off (hours paid calculated as it is for sporadic time) to handle any personal emergencies and/or funerals. While it may not always be possible, Five Star Home Services does request that the employee gives as much notice as possible when taking such days.



EMPLOYEE ANNUAL REVIEWS

In order for an employee to be eligible for annual reviews (and the compensation increase/decrease that comes with the review) they must be available for, at least, three (3) days every week. Every employee that meets those criteria at Five Star Home Services will be subject to a formal Annual Review with their Supervisor, and a compensation increase/decrease.

FIVE STAR HOME SERVICES NEW CUSTOMER REFERRAL BONUS PROGRAM

At Five Star Home Services we reward employees when they find new customers. After all, what is good for Five Star is good for you.

Each new customer you find results in at least a \$25.00 bonus. But, if they sign on for more cleanings your bonus will go up accordingly. The following chart shows what types of bonuses to expect and when to expect them. *It is important to note, bonus amounts can't be figured until we follow up with the customer to find out if they'd like to get on a cleaning schedule.*

Frequency of cleaning	One time	Monthly	Tri-weekly	Bi-Weekly	Weekly
Bonus	\$25	\$35	\$40	\$45	\$50
Payable When? <i>(Subject to reaching customer)***</i>	Two paychecks after cleaning	Two paychecks after 2nd scheduled cleaning	Two paychecks after 2nd scheduled cleaning	Two paychecks after third scheduled cleaning	Two paychecks after third scheduled cleaning

*If customer does not get on a regular schedule, bonus to be paid out is the one-time cleaning amount of \$25.00

Each bonus is a one-time payment. *For example: You do not receive a \$25.00 bonus after a customer's first cleaning, then another \$35.00 after their first monthly cleaning.***

***All bonuses are subject to be paid later than scheduled if we cannot get a hold of the customer to see if they'd like to get on a cleaning schedule.



Five Star Home Services Attendance Policy

At Five Star Home Services, as with any group effort, it takes cooperation and commitment from everyone to operate effectively.

Therefore, your attendance and punctuality are very important. Absences cause a slow-down in work and add burdens to your fellow employees. Good attendance is something expected from all employees. You should be clocked in at the office (8338 Veterans Highway, 105A, Millersville, MD 21108) by 8:00 AM on days when your first account is scheduled for an 8:30 AM start time, and 8:30 AM when your first account is scheduled for an 9:00 AM start every day you are scheduled. A five minute "buffer" is given for all report times, meaning you wouldn't accumulate points until 8:05 AM in the above example. Excessive absenteeism or tardiness will **not** be tolerated and will be cause for disciplinary action up to and including termination.

On days when you are meeting your teammate(s) at your first scheduled house, you should be clocked in, and at the account/house one half hour after the time you would have reported to the office, unless it is noted that you should report at a different, agreed-upon time. For example, if you are meeting your teammate at the first house, and you would normally report to the office at 8:00, you should be at the first house at least one half hour later at 8:30 AM (the same five minute "buffer" applied for these report times as well, meaning you wouldn't accumulate points until 8:35 AM in this example).

We do realize, however, that there are times when absences and tardiness cannot be avoided. This is why we have a no-fault system that allows you to accumulate points before any disciplinary action will be taken against you. It is expected that everyone will accumulate some points under this system. It is only when points become excessive, and warnings are issued, that an employee need be concerned about his or her attendance practices. An employee may receive a written notice, a written warning, a final written warning, or may be discharged depending upon the number of points accumulated.

Regardless of the reason for your absence, you are expected to properly notify your supervisor on duty at least one hour in advance of your scheduled work time. Leaving a message does not qualify as notifying your supervisor. You must personally contact your supervisor via

phone. Not having a telephone or being out of town is *not an excuse* for failing to notify your supervisor. You are required to call every day you are absent unless you are on an approved leave of absence. Unreported and unexcused absences of two consecutive work days will be considered a voluntary resignation of employment.

Each employee's absenteeism and tardiness records are kept in their personal file. These records are kept on a point system from the past 12 calendar months. Any employee who accumulates 24 or more points in a 12 month period under this system will be discharged. On the first day of each calendar month, points accumulated during that same month one year prior will be removed from the employee's record for purposes of this policy.

If an employee accumulates only four (4) points or less during any progressive 12 calendar month period, he or she will receive **one day off with pay**. Upon earning a day off with pay, the employee will begin a new 12-month period for purposes of earning another day off under this program. Absences from work will accumulate points in the following manner:

If your absence is due to illness or injury, you may be required to provide a doctor's report supporting the necessity of your absence, as well as your ability to return to your work, within 15 calendar days after the absence or tardiness. If your absence is the result of personal emergency other than illness or injury, documentation supporting your absence may be required.

The following reasons are examples that will NOT BE ACCEPTED as excused reasons for tardiness, and/or absence (this list is NOT EXHAUSTIVE):

- 1) Waking up late
- 2) Stopping on the way to work for personal reasons
- 3) Alarm not going off
- 4) Traffic or public transportation delays excluding situations that result in the closing of roads
- 5) Automobile trouble
- 6) Not able to get a ride
- 7) Bad weather, excluding extreme weather conditions like blizzards, hurricanes, and floods
- 8) Not able to get a babysitter for child

One-half (1/2) Point

1. Leaving work early because of a proven emergency.

One (1) Point

1. Late to work by five (5) or more, but less than fifteen (15) minutes, for any reason not excused below.
2. Leaving work before the final house is finished, and that is the only house left on the schedule, for any reason not excused below after notifying your supervisor.

Two (2) Points

1. Late to work by fifteen (15), or more, minutes for any reason not excused below.
2. Leaving work before the final house is finished, and when there are two (2) or more houses left on the schedule, for any reason not excused below after notifying your supervisor.

Three (3) Points

1. Absence for any reason not excused below with proper call-in.

Twelve (12) Points

1. Absence for any reason not excused below without proper call-in.

The accumulation of the following number of points will result in the following action being taken by the Company:

- 12 Points: A written notice that the employee has accumulated 12 or more points.
- 16 Points: A written warning to the employee.
- 20 Points: A final written warning to the employee.
- 24 Points: The employee will be discharged.

No Points (If you are late to work, or are absent from work, for any of the following reasons, this is an “excused absence” and no points will be accumulated:

1. Off work due to a work-related injury with medical verification that the employee is unable to work.
2. Off work due to jury duty, military leave, medical leave, FMLA leave, lack of work, subpoenas, or any other absence expressly authorized by the Company, the terms of Company policy, or the law.
3. Off work because of adverse weather conditions resulting in the closing of schools and/or roads in this or the surrounding counties by the local authorities.
4. Off work due to an accident in which you are involved coming to work and which you can verify through police records or other satisfactory evidence. Car trouble is not excused.

EXAMPLE:

Employee is late on one occasion by 30 minutes, leaves work with one house left on the schedule for a reason not excused after notifying their supervisor, and has three properly reported absences that are not excused.

2 points + 1 point + 9 points = 12 points = Written Notice

The Company will not notify the employees that through the passage of time they have lost points. However, each time an employee accumulates enough points to trigger a notice or

warning, the employee will receive such notice or warning. For example, if an employee accumulates 12 points and receives a written notice of such points and then subsequently drops, through the passage of time, to 10 points, the employee will be reissued a written notice again upon the re-accumulation of 12 points. Employees also may check with their Supervisor at any time to determine their point status.

The Company also reserves the right to impose discipline, up to and including discharge, for excessive excused absences or tardiness.



Employee Bonus Policy

Monthly Bonus Overview

Employees have the opportunity to earn a monthly bonus of up to \$150 by achieving performance goals across four categories:

1. Quality of Work
2. Customer Satisfaction
3. Cleaning Efficiency
4. Company Growth

To earn the full monthly bonus, goals must be met in all four categories. Partial bonuses are available as outlined below.

1. Quality of Work

Defined as achieving a complaint-to-house ratio of 0.05 or less.

This metric is based on documented customer complaints relative to the number of cleanings performed during the month.

2. Customer Satisfaction

Defined as receiving X or more positive customer compliments or reviews.

The goal amount may be adjusted month-to-month based on trends and overall customer feedback levels.

3. Cleaning Efficiency

Defined as improving or maintaining your monthly plus/minus (+/–) score, which measures how many minutes your team finishes early or late relative to projected times.

- Once an employee reaches a +/- score of (–22), improvement beyond that point is no longer required.
- Employees must simply maintain that score to continue meeting this goal.

Efficiency scores are calculated only on normal, scheduled cleanings.

The following do not count toward efficiency calculations:

- Move-in / move-out cleanings
 - One-time cleanings
 - Training cleanings
 - Second-time cleanings
 - Cleanings performed with employees who have been employed for less than one month
-

4. Company Growth (Updated)

Company Growth is defined as Five Star Cleaning Service gaining new recurring customers.

The monthly Company Growth goal is based on the number of new recurring customers scheduled, not one-time or hourly cleanings.

- The initial target is 2 new recurring customers per month
- This goal may be adjusted over time based on trends, staffing levels, and workload

A recurring customer is considered “gained” when:

- The first cleaning has been completed and
- A follow-up recurring cleaning is scheduled

This goal is a team effort. All employees share in the Company Growth goal, and credit is given when customers are referred by employees, including referrals generated through door hangers or direct conversations.

Bonus Structure

- \$100 Monthly Bonus
Earned when all three employee-controlled goals are met:
 - Quality of Work
 - Customer Satisfaction
 - Cleaning Efficiency
- Additional \$50 Bonus (Company Growth Bonus)
Earned when the Company Growth goal is also met, bringing the total monthly bonus to \$150.

The full bonus amount is only awarded when all four goals are met.

Partial Bonus Structure

Partial bonuses may be earned as follows:

1. \$10 Dunkin' gift card
Awarded when two of the three employee-controlled goals are met
(Quality of Work, Customer Satisfaction, Cleaning Efficiency)
2. \$100 Bonus
Awarded when all three employee-controlled goals are met, but the Company Growth goal is not met

Partial bonuses cannot be combined with other bonuses. Employees will only receive the highest bonus amount earned for the month.

Additional Notes

- Monthly goals and efficiency scores will be communicated to employees via email
 - Employees are responsible for knowing their current efficiency score and goals
 - Bonuses are evaluated monthly and are not cumulative
 - Employees must be employed for at least 30 days to be eligible for bonuses
-

Summary (important mindset)

For Five Star Cleaning Service to succeed, we must perform at a high level in:

- Quality
- Customer Satisfaction
- Efficiency
- Sustainable Growth

This bonus structure is designed to reward both individual performance and long-term business health, creating consistency for employees, customers, and the company as a whole.



EMPLOYEE REFERRAL BONUS PROGRAM

At Five Star Home Services, LLC we reward employees/contractors that refer new employees/contractor to the company. After all, what is good for Five Star Home Services, is good for you.

If you refer a new employee/contractor, and they stay with the company for six months, you will receive a \$50 bonus payable within two months after the new employee reaches the aforementioned anniversary.

Also, once the referred employee reaches their six month anniversary, the employee that referred that new hire will receive a \$25 bonus every month that both they AND the employee they referred remain with the company.



DRUG-FREE WORKPLACE POLICY

Five Star Home Services, LLC (the Company) intends to help provide a safe and drug-free work environment for our clients and our employees/contractors. With this goal in mind, and because of the serious drug abuse problem in today's workplace, we are establishing the following policy for existing and future employees/contractors of Five Star Home Services, LLC.

The Company explicitly prohibits:

- The use, possession, solicitation for, or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription on Company or customer premises or while performing an assignment.
- Being impaired or under the influence of legal or illegal drugs or alcohol away from the Company or customer premises, if such impairment or influence adversely affects the employee's/contractor's work performance, the safety of the employee/contractor or of

- others, or puts at risk the Company's reputation.
- Possession, use, solicitation for, or sale of legal or illegal drugs or alcohol away from the Company or customer premises, if such activity or involvement adversely affects the employee's/contractor's work performance, the safety of the employee/contractor or of others, or puts at risk the Company's reputation.
- The presence of any detectable amount of prohibited substances in the employee's/contractor's system while at work, while on the premises of the company or its customers, or while on company business. "Prohibited substances" include illegal drugs, alcohol, or prescription drugs not taken in accordance with a prescription given to the employee/contractor.

The Company will conduct drug and/or alcohol testing under any of the following circumstances:

- **RANDOM TESTING:** Employees/contractors may be selected at random for drug and/or alcohol testing at any interval determined by the Company.
- **FOR-CAUSE TESTING:** The Company may ask an employee/contractor to submit to a drug and/or alcohol test at any time it feels that the employee/contractor may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's/contractor's person or in the employee's/contractor's vicinity, unusual conduct on the employee's/contractor's part that suggests impairment or influence of drugs or alcohol, negative performance patterns, or excessive and unexplained absenteeism or tardiness.
- **POST-ACCIDENT TESTING:** Any employee/contractor involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event may be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee/contractor who potentially contributed to the accident or injury event in any way.

If an employee/contractor is tested for drugs or alcohol outside of the employment context and the results indicate a violation of this policy, or if an employee/contractor refuses a request to submit to testing under this policy, the employee/contractor may be subject to appropriate disciplinary action, up to and possibly including discharge from employment. In such a case, the employee/contractor will be given an opportunity to explain the circumstances prior to any final employment action becoming effective.

If an employee/contractor tests positive for any narcotics or other illegal drugs, alcohol, or prescription medication without a prescription the Company reserves the right to terminate that employees/contractors employment immediately.



FIVE STAR HOME SERVICES FAIR NOTICE ON ENDING OF EMPLOYMENT CONTRACT

When an employee/contractor chooses to end their employment with Five Star Home Services it is highly recommended that they provide as much notice as possible—at least two weeks.

In the case where an employee/contractor does end their employment with Five Star Home Services and gives the company less than two weeks notice, Five Star Home Services reserves the right to reduce the employee's/contractor's hourly wage for their final pay period to the minimum that is federally mandated.

The power to make the decision to reduce the employee's/contractor's wages lies solely with the company owner.

I (staff name) _____, understand that I must notify Five Star Home Service of my desire to leave the company at least two weeks prior to my final day with the company, or my hourly wage will be reduced as stated above.

Signed (staff)_____ Date: _____

Signed (employer)_____ Date: _____



FIVE STAR HOME SERVICES UNIFORM CONTRACT AND AGREEMENT

Starting on 10/14/13 Five Star Home Services will issue company shirts with a contract guaranteeing their return upon the end of an employee's/contractor's employment with the company.

Please fill out the contract below:

This is to verify that I, (Staff Name)_____ have received the uniform items listed in the chart below from Five Star Home Services.

I agree that these items belong to my employer and must be returned at the end of my employment in reusable condition. If I fail to return my uniform, or if it is not returned in reusable condition, a charge of \$20.00 per item will be deducted from my final paycheck.

****All items of the company uniform issued before 10/14/13 are expected to be returned in reusable condition upon the end of your employment, but there will be no fine if they aren't.****

Items issued to above employee/contractor after 10/14/13 (use tally marks to keep track):

<u>ITEM</u>	<u>QUANTITY</u>
Polo Shirts	

Signed (Staff)_____Date_____

Signed (Employer)_____Date_____

