



**Alpine Specialty Cleaning
Company Policy & Handbook
2020**

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WELCOME TO THE COMPANY

Alpine Specialty Cleaning, Inc. has prepared this handbook to provide you with an overview of Alpine's policies, benefits, and rules. It is intended to familiarize you with valuable information about the company, as well as provide guidelines for your employment experience with us to foster a safe and healthy work environment. Please understand that this booklet only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of the company, and is not intended to be an express or implied contract. The guidelines presented in this handbook are not intended to be a substitute for sound management, judgment, and discretion.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, Alpine reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the company a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers. If any statements in this handbook are not clear to you, please contact the company president or his designated representative for clarification. This handbook supersedes all prior policies, procedures, and handbooks of the company.

COMPANY PHILOSOPHY

MISSION STATEMENT

Alpine Specialty Cleaning, Inc.'s mission is to provide a superior team member and customer experience while achieving profitable growth through outstanding quality, innovation and building enduring relationships.

CORE VALUES

COMMUNITY

PASSION

INTEGRITY

RESPONSIBILITY

RESPECT

EMPOWERMENT

OPEN-DOOR POLICY

In keeping with the company's philosophy of open communication, all employees have the right and are encouraged to speak freely with management about their job-related concerns.

We urge you to go directly to your supervisor to discuss your job-related ideas, recommendations, concerns and other issues which are important to you. If, after talking with your supervisor, you feel the need for additional discussion, you are encouraged to speak with the company president.

The most important relationship you will develop at Alpine will be between you and your supervisor. However, should you need support from someone other than your supervisor, the entire management team, including the company president, is committed to resolving your individual concerns in a timely and appropriate manner.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Alpine Specialty Cleaning, Inc. to provide an equal employment opportunity to all employees and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, sex, age, religion, national origin, disability, marital status or veteran status. It is our intent and desire that equal employment opportunities will be provided in employment, recruitment, selection, compensation, benefits, promotion, demotion, layoff, termination and all other terms and conditions of employment. The President of Alpine and all managerial personnel are committed to this policy and its enforcement.

Employees are directed to bring any violation of this policy to the immediate attention of their supervisor or the company president. Any employee who violates this policy or knowingly retaliates against an employee reporting or complaining of a violation of this policy shall be subject to immediate disciplinary action, up to and including discharge. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

HARASSMENT POLICY

Alpine will not tolerate harassment or intimidation of our employees on any basis prohibited by law, including race, color, sex, age, religion, national origin, handicap, disability, marital status, or veteran status. Moreover, any suggestions made to any employee that sexual favors will affect any term or condition of employment with Alpine will not be tolerated. It is the policy of Alpine that any harassment, including acts creating a hostile work environment or any other discriminatory acts directed against our employees, will result in discipline, up to and including discharge. Alpine also will not tolerate any such harassment of our employees by our clients or vendors.

For purposes of this policy, sexual harassment is defined as any type of sexually-oriented conduct, whether intentional or not, that is unwelcome and has the purpose or effect of creating a work environment that is hostile, offensive or coercive. The following are examples of conduct that, depending upon the circumstances, may constitute sexual harassment:

- Unwelcome sexual or non-sexual jokes, language, epithets, advances or propositions;
- Written or oral abuse of a sexual or non-sexual nature, or sexually or non-sexually degrading or vulgar words to describe an individual;
- The display of sexually suggestive objects, pictures, posters or cartoons;
- Unwelcome comments about an individual's body, religion, etc.;
- Asking questions about sexual conduct;
- Unwelcome touching, leering, whistling, brushing against the body, or suggestive, insulting or obscene comments or gestures;
- Demanding sexual favors in exchange for favorable reviews, assignments, promotions, or continued employment, or promises of the same.

Employees must bring any violation of this policy to the immediate attention of their supervisor or the company president. Alpine will thoroughly investigate all such claims with due regard for the privacy of the individuals involved. Any employee who knowingly retaliates against an employee who has reported workplace harassment or discrimination shall be subject to immediate disciplinary action, up to and including discharge.

WORKING AND COMPENSATION

EMPLOYMENT ON AN AT-WILL BASIS

All employees of Alpine, regardless of their classification or position, are employed on an at-will basis. This means that each employee's employment is terminable at the will of the employee or the company at any time, with or without cause and with or without notice. No officer, agent, representative, or employee of Alpine has any authority to enter into any agreement with any employee or applicant for employment other than on an at-will basis. Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship on other than an at-will basis.

ATTENDANCE AND REPORTING TO WORK

Each employee is important to the overall success of our operation. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at the scheduled start of the workday. Reporting to work on time means that you are ready to start work, not just arriving at work, at your scheduled starting time.

Alpine depends on its employees to be at work at the times and locations scheduled. Excessive absenteeism and/or tardiness will lead to disciplinary action, up to and including termination. The determination of excessive absenteeism will be made at the discretion of the company. Absence from work for three consecutive days without properly notifying your supervisor will be considered a voluntary resignation. After two days' absence, you may be required to provide documentation from your physician to support an injury- or illness-related absence, and to ensure that you may safely return to work.

If you expect to be absent from the job for an approved reason (e.g., paid time off or a leave of absence), you should notify your supervisor of your upcoming absence as far in advance as possible. If you unexpectedly need to be absent from or late to work, you must notify your supervisor prior to the start of your scheduled workday that you will be late or absent and provide the reason for that absence or tardiness. If your supervisor is not available, you should contact Alpine's President prior to the start of your scheduled workday. Leave your number so that your supervisor can return your call. Failure to properly contact us will result in an unexcused absence for disciplinary purposes. Your attendance record is a part of your overall performance rating. Your attendance may be included during your review and may be considered for other disciplinary action up to and including termination. Failure to show up for work at/on assigned time/day. Calling out or No Call/No Show. See Below for Disciplinary Protocol.

- a. If you **Call Out** with less than 24 hours before your shift, **1st offense** will be a verbal warning, **2nd offense** will be a written warning, **3rd offense** will result in suspension without pay, and a **4th offense** could result in termination depending on circumstances. Employees must provide doctor's note as proof of illness for absence to be excused. Any technicians (HCT, CCT, Route, HVT, CSR, etc.) experiencing frequent call outs in their first 90 days or within a 2-month time will be subject to the disciplinary actions outlined above.

(NOTE: If these occurrences are for excused reasons: i.e.; family or medical emergency, that will be taken into consideration to determine any disciplinary action)

- b. If you are tardy (5 minutes or more), **1st offense** is a verbal warning, **2nd offense** is written warning, **3rd offense** suspension for one day. **4th offense** is 2-day suspension without pay. Further offenses could result in termination.

(NOTE: if these occurrences are infrequent; i.e.: once every 3 to 4 months, management will start over with verbal warning)

- c. If you **No Call/No Show** and do not present documentation supporting an extreme emergency within 24 hours of start of missed shift, you will be suspended for up to 1 week at **1st offense**. **2nd Offense** will result in Alpine Specialty Cleaning assuming you quit, and your position will be offered to another technician.
- d. HCTs Confirmation of Schedule: You must respond to WhatsApp within 30 minutes of message being sent. If you did not receive the message via WhatsApp, contact Maria Franco or Bobbie (206-999-4190). Saying the next day that you did not receive a message is not an excuse. You will be subject to the no call/no show policy.

Where possible, medical and dental appointments should be scheduled around your assigned work hours; otherwise, they may be considered absences without pay. If you are unable to schedule an appointment before or after your shift, you are required to talk to your supervisor to make special arrangements.

WORKDAY HOURS AND SCHEDULING

The regularly scheduled workday for our business office is: Monday through Friday, 7:30-8:00 a.m. to 6:00 – 6:30 p.m. The usual expected workday at jobsites is 8:00 a.m. to 6:00 p.m. for residential and 6:00 a.m. to 12:00 a.m. for commercial. These start and end times are only guidelines, however, and employees are required to be present for work during the workday established for them by their supervisors or by the company president.

Particularly at jobsites, this regular schedule may vary depending on such factors as weather, length of each job (add ons), etc. If you are unsure about expected starting times on any job assignment, ask your supervisor for clarification.

In case of unplanned conditions, such as inclement weather, that may force a schedule change at the last minute, you should contact your supervisor or call the office directly.

Scheduled Work Day: You are required to report to work at required start time and be available for your entire work day. Do not look at Service Monster and assume your work load is complete and make personal appointments. For Example: You look in SM and see you only have two jobs for the next day, you may not make appointments. A customer may call in after hours or during the early part of the day and need a last-minute appointment.

The company does not generally schedule rest periods or breaks, other than meal breaks, during the workday. However, if the company does schedule such rest periods or breaks, they will be paid breaks and will usually be for 15 minutes. For lunch or meals, our policy is:

- Field employee meals will be 30 minutes (for HCTs we do allow time between jobs to cover drive time and a 30-minute break).
- Office/Plant employee meals will be 30 minutes (up to 1 hour with manger approval).
- The meal period is unpaid.
- All employees are required to take a lunch break and no employee is authorized, without prior supervisory approval, to perform work during the lunch period.

RECORDING HOURS WORKED /COMMISSION COMPENSATION AND TIPS

All employees are required to clock in and out at the time clock. The time clock is finger print activated and you will be printed for two to ensure access.

All commission technicians are required to turn in their paperwork (job sheets) daily for invoicing and for calculation of pay. For all Commercial Account Sales Representatives, the technician will turn in job sheets daily for invoicing of all jobs completed. Anything that you sold/booked will be entered into the system to calculate your commission rate. You will be paid the commission once the invoice has been paid.

All non-straight commission employees (i.e.: CSRs and HCTs) will be paid commissions per the terms of their Employment Agreements.

All tips valued at \$20 or more per work week (monetary or non-monetary) must be reported to Alpine on a weekly basis. It is your responsibility to claim them or file on your return for tax purposes each year.

PAY PERIOD AND PAYDAY

The company issues paychecks via Direct Deposit each Friday, on a weekly basis. Pay periods start on Monday morning and end on Sunday evening. Therefore, each Friday, you will receive a paycheck for all hours worked in the pay period ending the previous Sunday. Dependent on employee's bank, the employee's pay may not be available for withdrawal from his or her bank account until the following Monday.

WORKWEEK & OVERTIME

Alpine's workweek begins on Monday at 7:00 a.m. and ends on Sunday at 12:00 midnight. Occasionally it may be necessary for an employee to work beyond his or her normal workday hours. Overtime pay is paid only when work is scheduled, approved, and made known to you in advance by your supervisor. Under no circumstances shall an employee work overtime without the prior approval of his or her supervisor.

Hourly employees will receive overtime pay at a rate of one-and-one-half times their regular hourly rate for all hours worked more than 40 in a workweek.

To the extent possible, overtime will be distributed equally among all employees in the same classification and position, provided that the employees concerned are equally capable of performing the available work. Decisions regarding overtime work will be made by the Production Coordinator or his/her representative. Any employee asked to work overtime will be expected to rearrange his/her personal schedule to work the requested overtime.

EMPLOYMENT CLASSIFICATIONS

Upon being hired by Alpine Specialty Cleaning, Inc., all new employees must serve a ninety (90) calendar day introductory period. It is especially important that you make your supervisor aware of any questions or problems you may encounter during this period. Your performance will be carefully monitored during this period. At the end of the introductory period, your performance will be reviewed, and if it has been satisfactory, you will become a Regular Full-Time or Regular Part-Time Employee. Satisfactory completion of the introductory period does not entitle you to employment for any specific term, but does entitle you to participation in many of the Company's employee benefits programs.

For the sole purpose of determining the allowance of certain employee benefits, employees are classified as:

1. **Regular Full-Time Employees** - An employee who has satisfactorily completed the introductory period and is scheduled to work an average of forty (40) hours per week on a regular and continuous basis.
2. **Regular Part-Time Employees** - An employee who has satisfactorily completed the introductory period and is usually scheduled to work less than an average of forty (40) hours per week but not less than ten (10) hours per week on a regular and continuous basis.
3. **Temporary Employees** - An employee whose services are anticipated to be of limited duration falls into this classification. Temporary employees are not eligible for participation in those employee benefits programs made available for the Company Regular Full-Time and Regular Part-Time Employees, although separate benefit plans may be available for certain temporary employees assigned to work at Alpine. Any such employees will be separately notified of any such programs. Service as a temporary does not count as service as a Regular Employee for benefit eligibility purposes.

For payroll purposes, employees will be classified as one of the following:

1. **Exempt Employees** - Certain employees such as executive, administrative, professional and outside sales employees are paid on a salary basis for all hours worked each week. Certain computer professionals may also be exempt, regardless of whether they are paid on a salary or hourly basis. These employees are expected to work whatever hours are required to accomplish their duties, even if it exceeds their normal workweek. No overtime premium pay will be paid to exempt employees in most circumstances.
2. **Non-Exempt Employees** - All employees who are not identified as exempt employees are considered non-exempt employees. Non-exempt employees are eligible for payment of overtime premium pay.

MAINTAINING YOUR PERSONNEL RECORDS

It is your responsibility to provide current information regarding your address, telephone number, insurance beneficiaries, change in dependents, marital status, etc. Please submit any changes in writing or via email to note any changes in your address, phone number, emergency contact information, marital status, number of dependents, etc. Changes in exemptions for tax purposes will only be made upon the receipt of a completed W-4 form.

PERSONNEL FILES

Employee personnel files are the property of Alpine, and do not belong to the employee. However, upon request, Alpine will provide employees with copies of performance evaluations and other performance-related documents that the employee has previously received.

PERFORMANCE EVALUATIONS

Employees may have their job performance reviewed on an annual basis by either their supervisor or by the president of the company for compensation review. There will be a review upon completion of 90-day probationary period to assess skills and ensure all new hires are transitioning into their new roles. Additional monthly reviews may be performed to ensure all staff are meeting set goals.

STANDARDS AND EXPECTATIONS FOR THE WORKPLACE

SAFETY

The company believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious. We have established the following policies and procedures that allow us to provide safe and healthy working conditions. We expect each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to his or her supervisor in a timely manner.

Reporting Unsafe Conditions or Practices

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately. If you have a question regarding the safety of your workplace and practices, ask your supervisor for clarification.

If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your supervisor. Likewise, if a coworker brings to your attention an unsafe practice you may be using, please thank the coworker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

Maintaining a Safe Worksite

We expect employees to establish and maintain a safe worksite. This includes but is not limited to the following applications:

- Maintaining proper fall-protection systems.
- Building and maintaining walkways, handrails, and guardrails.
- Properly lifting and lowering heavy objects.
- Inspecting tools and equipment for defects before use.
- Keeping walkways clear of debris.
- Construction and use of safe scaffolding.
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Following established safety rules.

Using Safety Equipment

Where needed, the company provides its employees with appropriate safety equipment and devices. You are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment may lead to disciplinary action, up to and including termination.

If you require safety equipment that has not been provided, contact your supervisor before performing the job duty for which you need the safety equipment.

Reporting an Injury

Employees are required to report any injury, accident, or safety hazard immediately to their supervisor(s). Minor cuts or abrasions must be treated on the spot. More serious injuries or accidents will be treated accordingly. Serious injuries must be reported on the injury or accident report form available in the office. All injuries requiring non-emergency medical attention (transport to hospital), must report to the nearest US HealthWorks location for evaluation and completion of proper forms for Labor & Industries by approved L&I medical professionals. **NO EXCEPTIONS.** You may not use your personal physician/doctor for evaluations. It must be a US HealthWorks facility. They will refer you to specialists if required based on proper evaluation.

Hazard Communications

If you believe that you are dealing with a hazardous material and lack the appropriate information and/or safety equipment, contact your supervisor immediately. MSDS Sheets are in each van for supplies being carried.

CARE OF EQUIPMENT AND SUPPLIES

All employees are expected to take care of all equipment and supplies provided to them. You are responsible for maintaining this material in proper working condition and for promptly reporting any unsafe or improper functioning of this material to your supervisor. Neglect, theft, and/or destruction of the company's materials are grounds for disciplinary action, up to and including termination. All employee who drive a company vehicle are expected to keep their vehicles neat and tidy. At the end of each shift, clean out all trash, check supplies and restock before clocking out.

DAMAGE TO VEHICLE, CUSTOMER OR PUBLIC PROPERTY or CITATIONS/TICKET

Any Employee causing damage to company vehicle or personal property of another individual (ie: car, home, business, etc) will be responsible for paying the \$1000 deductible. It will be taken out of pay check over a period of multiple paychecks. Please see full documentation in your New Hire Packet.

Any employee who receives a citation for a traffic or parking violations, or damages property or personal possessions, must notify employer immediately and arrange for payment. If the bill comes directly to Alpine, it will be deducted from your paycheck. Repeated offenses could result in disciplinary action up to termination.

SMOKING AT THE WORKPLACE

Alpine's policy is to provide smoke-free environments for our employees, customers, and the public. Smoking of any kind is prohibited inside our office and on our worksites. Employees may smoke on scheduled breaks or during meal times, if they do so outside the worksite or office and follow current state laws. Employees who take excessive smoke breaks may be required to work longer hours to make up for time lost smoking.

Employees are also responsible to inform all those working on our job sites of this smoke-free policy, and report to their supervisor any violation of this policy. Employees are NEVER allowed to smoke inside or around any company vehicle and will be immediately terminated if this occurs.

VIOLENCE AND WEAPONS

Alpine believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing any weapons, including knives, pistols, rifles, stun guns, Mace, etc., to the worksite or office. Neither threats of violence nor fighting will be tolerated. Furthermore, if you have a problem that is creating stress or otherwise making you agitated, you are encouraged to discuss it with your supervisor.

You are expected to immediately report to your supervisor any violation of this policy. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to disciplinary action, up to and including termination.

DRUG-FREE WORKPLACE

The company does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on the company's premises or worksites, or while operating the company's equipment or vehicles. The use of illegal drugs as well as the illegal use of legal drugs is a threat to us all because it promotes problems with safety, customer service, productivity, and our ability to survive and prosper as a business. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with your supervisor. Violation of this policy will result in disciplinary action, up to and including termination.

Prior to employment, each potential employee must undergo a drug test. The company may also require employees to take random drug tests during their employment with the company. A positive result on any such drug test is grounds for immediate termination.

Any employee involved in an accident (in plant, on job-site, or in a company vehicle), will be subject to an immediate drug and alcohol test. If transported by ambulance to a medical facility or hospital you must notify us of location (if able) so proper testing can be administered. Refusal to submit to drug/alcohol testing will result in immediate termination.

Your receipt of this policy statement and signature on the handbook acknowledgment form signify your agreement to comply with this policy.

Any employee who is convicted of violating criminal drug statutes must notify an appropriate officer or senior official of the company of that conviction within five days of the conviction. Failure to do so may lead to disciplinary action.

RESPONDING TO CUSTOMER INQUIRIES AND PROBLEMS

At Alpine, client satisfaction is the measure of our success. It is the responsibility of each employee, within reason, to interact with the client to achieve this goal. All inquiries need to be responded to same day. If the lead comes in after regular work hours, customers will be contacted within the first couple of hours of the next business day.

APPEARANCE AND DRESS

To present a business-like, professional image to our customers and the public, all employees are required to wear appropriate clothing on the job. By necessity, the dress standards for the business office are somewhat different than for jobsites.

- **For the business office:** casual to business-style dress is appropriate. Employees should be neatly groomed, and clothes should be clean and in good repair. Leisure clothes such as cut-offs, shorts or halter tops are not acceptable attire for the business office. Dresses and skirts should be appropriate lengths. If slightly above the knee, dark or opaque tights/nylons are required. Jacket or cardigan required if wearing a tank top. No heels higher than 2".
- **For jobsites:** employees are expected to wear work clothes appropriate for work to be done. Employees will be supplied with uniforms appropriate for their field positions that could consist of shirts, jackets, aprons, waterproof clothing, etc. Employees at a jobsite should wear clothing that protects their safety (steel-toed shoes, for example) and wear clothing in such a way as to be safe (e.g., shirts tucked in when working around machinery). See your Uniform Agreement. Undershirts for layering must be white, navy or black only. Pants to be khaki or black cotton/poly twill only. No denim, no leggings or yoga/athletic pants. NO hats unless authorized by management.
- **For plant:** no shorts, skirts, dresses, tank tops, or open toed shoes. Must wear hardhat when processing drapes on pleaters.
- **For all Employees:**
 - Facial Hair – all beards, goatees, mustaches, side burns should be neatly trimmed.
 - Long Hair – Must be tied back properly when working with equipment and machinery to ensure that it cannot become entangled or caught, causing and safety issue.

CONFLICTS OF INTEREST

You should avoid external business, financial, or employment interests that conflict with the company's business interests or with your ability to perform your job duties. This applies to your possible relationships with any other employer, consultant, contractor, customer, or supplier. Violations of this rule may lead to disciplinary action, up to and including termination.

CODE OF ETHICAL CONDUCT

To avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Please consult your supervisor or an official of the company if you have any questions.

Employees of Alpine should not solicit anything of value from any person or organization with whom the company has a current or potential business relationship.

Employees of the company should not accept any item of value from any party in exchange for or relating to a business transaction between the company and that other party.

Employees may accept items of incidental value (generally, no more than \$20) from customers, suppliers, or others if the gift is not given in response to solicitation on your part and if it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment.

If you are faced with and are unsure how to handle a situation that you believe has the potential to violate this code of ethical conduct, notify your supervisor or the company president.

Violations of this code may lead to disciplinary action, up to and including termination.

Commercial Account Sales Representatives, be aware of the policies of your top 10-20 customers so that when it comes time for “year-end” gifts of appreciation, appropriate choices are made.

SOLICITATION AND DISTRIBUTION

For the safety, convenience, and protection of all employees, Alpine has adopted the following rules concerning solicitation and the distribution of materials:

- Alpine prohibits solicitation and distribution of non-company materials on Alpine property or at Alpine jobsites at all times.

PERSONAL CALLS, VISITS, AND BUSINESS

Alpine expects the full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call is made, it should be kept short.

Employees should also limit incoming personal calls, visits, or personal transactions. Alpine’s phones should be available to serve Alpine’s customers, and non-business use of the phones can hurt the company’s business. There will be no texting in the office or in/on customer site, unless it is job related, and absolutely no texting or talking on cell phone (unless you have a hands-free device) while driving the company vehicles. A pattern of excessive personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action.

BUSINESS EXPENSES

Employees may occasionally incur expenses on behalf of Alpine. Alpine will reimburse employees for typical business expenses, such as mileage (for example, when Alpine asks an employee to travel to a different jobsite during the workday while using their personal vehicle), parking, ferry fees, and certain job-related supplies or materials. The company will pay mileage reimbursements at the end of each month, upon receipt of the employee’s mileage record. In order to be reimbursed for job-related supplies or materials, employees must deliver a receipt for the supplies or materials to Alpine’s office within 7 days of the purchase. Employees should notify a supervisor for approval of expenses in advance.

Alpine will not reimburse for traffic violations such as: parking or speeding tickets, running a red light or stops sign, etc.

INSPECTION OF PERSONAL AND COMPANY PROPERTY

Alpine’s employees use the property and equipment the company owns and provides, and may also use the company’s materials, information, and other supplies. While employees may decorate their office workspaces with their personal possessions (such as pictures, plants, and the like), employees must remember that property supplied by Alpine remains the property of Alpine. Alpine reserves the right to search any company property (e.g., personal computers, desks, lockers, or other storage areas) at any time. Alpine also reserves the right to inspect personal property (e.g., tool boxes, purses, briefcases) during the workday or as employees leave their worksites. Refusal to allow inspection may lead to disciplinary action, up to and including termination.

Alpine supplied cell phone and GPS equipment are the property of the business. If you lose or damage, you are responsible for replacing it.

INSPECTION OF CUSTOMER PROPERTY

Alpine's reputation is built on our standard of customer service. Quality of work, care for customers belongings while in their home or while in our care for cleaning. Damage to a customer's personal property is the technician's responsibility. We will not pay for damages. Written warnings concerning damage will be given. Continued violations may lead to disciplinary action, up to and including termination.

NETWORK AND ELECTRONIC RESOURCES POLICY

Network and Electronic Resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that Alpine provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Alpine property and subject to review or access by Alpine at any time.

All employees who use Alpine's Network and Electronic Resources must follow the guidelines below:

1. Use Network and Electronic Resources for Alpine business purposes only.
2. Messages and communications sent via Alpine's Network and Electronic Resources are subject to subpoena and access by persons outside Alpine and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the Network and Electronic Resources.
3. E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible.
4. Remember that all of Alpine's policies, including but not limited to policies on Equal Employment Opportunity, Harassment, Confidentiality, Personal Conduct and Rules of Conduct, apply to the use of Alpine's Network and Electronic Resources. Employees must not review or forward sexually explicit, profane or otherwise unprofessional or unlawful material through Alpine's Network and Electronic Resources.
5. Passwords protecting the use of Alpine's Network and Electronic Resources are Alpine's property and will be assigned to employees as needed. Employees may not change passwords without the consent of the company president. Employees must notify the company president of all passwords and encryption keys assigned to or used by them, and must notify the company president of any changes to such passwords or encryption keys.
6. Do not install any software or program on any Alpine computer or other hardware without the express consent of your supervisor or the company president.
7. The company expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
8. Employees must not attempt to override or evade any program or measure installed by Alpine to protect the security or limit the use of its Network and Electronic Resources.

Alpine retains the right to review all communications conducted and data saved, reviewed or accessed via Alpine's Network and Electronic Resources, including Alpine computers, e-mail and internet access. Alpine does not permit its non-management employees to access or use any Alpine password, e-mail or internet access other than their own. Inappropriate use of Network and Electronic Resources may result in discipline, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Alpine systems.

CONFIDENTIAL AND PROPRIETARY INFORMATION

Alpine considers its confidential and proprietary information, including the confidential and proprietary information of our customers, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to Alpine or its customers. Such protected information includes, but is not limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials, candidate and recruit lists and information, personnel information, placement information, pricing lists, training programs, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyses, and any other proprietary information, whether communicated orally or in documentary, computerized or other tangible form, concerning Alpine's or its customers' operations and business.

Employees should ensure that any materials containing confidential or proprietary information are filed and/or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information lying about or unguarded. Confidentiality of personal and professional information.

If you solicit personal information from a fellow employee regarding I-9 Employment Eligibility documents (Driver's License, Social Security Card, Green Card, Passport, etc.) or any information regarding their compensation as outlined in their Employment Agreement, you will be terminated.

NOTE: Disclosing your personal information leaves you open to identity theft, harassment, etc. NEVER SHARE PERSONAL INFORMATION.

Everyone signs a NON-Compete Agreement upon Employment. Violation of that agreement will result in termination and legal action. There is no soliciting our customers for personal gain outside of the compensation you receive from Alpine Specialty Cleaning for doing your job. You may not disclose proprietary company information such as customer data to anyone internally or externally who is looking to financially gain from that information.

If you have any questions about this policy, consult your supervisor or the company president.

RULES OF CONDUCT AND PROGRESSIVE DISCIPLINARY PROCEDURE

There are reasonable rules of conduct which must be followed in any organization to help a group of people work together effectively. Alpine expects each employee to present himself or herself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written reprimand, suspension without pay, disciplinary probation, or discharge may be necessary. It is within Alpine's sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, with or without notice.

The following is not a complete list of offenses for which an employee may be subject to discipline, but it is illustrative of those offenses that may result in immediate discipline, up to and including dismissal, for a single offense:

1. Excessive absenteeism or tardiness.
2. Dishonesty, including falsification of Alpine-related documents, or misrepresentation of any fact.
3. Fighting, disorderly conduct, horseplay, or any other behavior which is dangerous or disruptive.
4. Possession of, consumption of, or being under the influence of alcoholic beverages while on Alpine or customer premises or on Alpine business.
5. Illegal manufacture, distribution, dispensation, sale, possession, or use of illegal drugs or prescribed controlled substances.
6. Reporting for work with illegal drugs or un-prescribed controlled substances in your body.
7. Possession of weapons, firearms, ammunition, explosives, or fireworks on Company or customer premises.
8. Failure to promptly report a workplace injury or accident involving any of Alpine's employees, clients, equipment, or property.
9. Willful neglect of safety practices, rules, and policies.
10. Speeding or reckless driving on Alpine business. All company vehicles are monitored and tracked via GPS.
11. Commission of a crime, or other conduct which may damage the reputation of Alpine.
12. Use of profane language while on Alpine business.
13. Stealing, misappropriating, or intentionally damaging property belonging to Alpine or its customers or employees.
14. Unauthorized use of the Alpine's or its clients' name, logo, funds, equipment, vehicles, or property.
15. Insubordination, including failure to comply with any work assignments or instructions given by any Alpine supervisor with the authority to do so.
16. Violation of Alpine's Equal Employment Opportunity Policy or its Harassment Policy.
17. Interference with the work performance of other employees.
18. Failure to cooperate with an internal investigation, including, but not limited to, investigations of violations of these work rules.
19. Failure to maintain the confidentiality of trade secrets or other confidential information belonging to Alpine or its customers.
20. Failure to comply with the personnel policies and rules of Alpine

RE-EMPLOYMENT

Former employees who are rehired and return to work within three months of their termination will not be required to go through another orientation period, unless the company deems it necessary. Former employees who are rehired and return to work more than three months after their termination will be rehired only as new employees and must complete a new orientation period. They will be considered new employees for any and all benefits. As a general rule, Alpine will not rehire former employees who:

- Were dismissed by Alpine
- Resigned without giving two weeks' notice
- Were dismissed for inability to perform job duties
- Had a poor attendance record
- Had a below-average evaluation
- Violated work rules or safety rules

MOONLIGHTING

Alpine discourages our employees from taking additional outside employment. Employees who wish to take on outside employment must first obtain permission from the company president. Work requirements for the company, including overtime, must take precedence over any outside employment.

Alpine will not permit any employee to take an outside job with a company in the same or related business as Alpine, or which is in any way a competitor of Alpine.

If Alpine permits an employee to take outside employment, the employee must report to his or her supervisor when the outside job has started. If, as a result of this moonlighting, the employee is unable to work when requested by Alpine, including overtime, or is unable to maintain a high work performance level at Alpine, permission to work at the outside job may be rescinded, or the employee may be subject to dismissal.

Employees are not permitted to work for any client of Alpine outside of the regular working hours as described above, without the express approval of the company president or his designated representative.

Alpine will not pay medical benefits for injuries or sickness resulting from employment by any employer other than Alpine.

BENEFITS

PAID TIME OFF

Alpine provides all employees with Sick Leave that may also be used for Paid Time Off ("PTO") each year as a way to express our appreciation and a way to renew and refresh our employees. Because our business is often very seasonal, Alpine reserves the right to grant PTO at times that are most suitable for our business conditions and to limit PTO during our busy season.

Employees will accrue 1 hour of Sick Leave/PTO for every 40 hours worked. Again, this PTO can be used for **vacation** or **sick leave** and will begin accruing upon first date of hire but may not be used until completion of the 90-day probationary period. This accrual of time will be reflected on your weekly paystub at a rate of .025 hours per every 1 hour worked. COE (Commission Only Staff) will have to ask for manual calculation of hours earned as the current payroll system only calculates for hourly employees.

Full-time employees who work for the company for 5 consistent years will then be eligible to accrue Sick Leave/PTO at a rate of 1.54 hours per 40 hours worked or .04 hours per every 1 hour worked with a max of 80 hour of Sick Leave/PTO per year.

Beginning in January 2019, employees may roll over 40 hours of unused PTO per year. Any additional unused Sick Leave/PTO will be forfeit per Washington State law. All Sick Leave used as PTO should be scheduled and approved by Alpine at least one week in advance for one or two days off and 4 weeks/1 month in advance for periods of 3 or more days. Upon termination of employment for any reason, employees forfeit any accumulated but unused PTO.

Any hourly employee calling out from work will be asked if they want accrued sick leave added to their pay check for the days missed. Any remaining hours will be eligible for the other uses listed above. If you are sick for 3 or more consecutive days of employment, you must provide a doctor's note so that the absences will be marked as excused so as not to affect your attendance record for review periods.

If using Sick Leave as PTO, you will be paid out the time on the first paycheck after your return to work. Anyone not returning to work as scheduled will forfeit all hours.

HOLIDAYS

The company observes the following holidays:

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

Full-time hourly employees who have completed their 90 day probationary period will be paid for these holidays as long as the employee was present for work on their regularly scheduled workday immediately before and after that holiday, or if management approval for PTO was obtained in advance of holiday.

Part-time employees are not eligible for holiday pay.

MEDICAL

Alpine offers Medical, Dental and Vision benefits to any Full-time Employee after 90 days of employment. Alpine will cover 80% of the current Kaiser Permanente HAS Plan employee only. Employees may choose to buy up to a PPO Silver package, add a dependent, vision and dental and their own expense.

RETIREMENT

Alpine offers 3% match of all wages earned for eligible Regular Full-Time Employees for a Simple IRA Retirement Plan. Employees contribute at least 3% of their wages toward their retirement plan as well. All Full-Time employees are eligible for this program after 1 year of full time employment. As this is a Simple IRA Plan, the contributions are yours immediately and do not require a "vestment" period as with some employer 401K programs.

LEAVES OF ABSENCE

Personal Leave

Alpine may, at its discretion, grant an employee a leave of absence without pay when sufficient personal reasons necessitate such a leave. However, employees are not eligible for a personal leave of absence until they have been continuously employed as full-time employees of Alpine for 12 months.

Alpine may require an employee to provide documentation, such as a doctor's certification of illness or disability, supporting the employee's need for a leave of absence, and Alpine may periodically require the employee to provide such supporting documentation on basis during the leave of absence. Prior to or upon an employee's return to work from a leave of absence, Alpine may also require the employee to provide documentation establishing the employee's ability to return to work.

Alpine reserves the right to determine the duration of the leave of absence, but no leave of absence shall exceed 12 weeks. If an employee fails to return to work immediately after his or her leave of absence expires, the employee will be considered to have voluntarily resigned his or her position with Alpine.

Employees may continue their health insurance benefits while on a leave of absence by paying the full cost of their premium to remain covered each month during the leave. Employees who wish to continue their insurance coverage should so advise the office manager/company president before beginning their leave.

Leaves of absence will be without pay except that employees may be required to use any accrued paid time off during a leave. While on a leave of absence, employees will not accrue additional paid time off. Employees may be eligible for benefits during a leave under Alpine's short-term and long-term disability plans.

Because operations sometimes require that vacant positions be filled, a leave of absence does not guarantee that the job will be available when the employee returns from a leave. Alpine will, however, make an effort to place you in your previous position or a comparable job which you are qualified to perform. If no such position is available, you may be eligible for rehire as a new employee if you apply for an available position for which you are qualified and if your prior work history warrants eligibility for rehire.

Bereavement Leave

Alpine will provide up to three days of unpaid bereavement leave for an employee upon the death of an immediate family member. For purposes of this policy, "immediate family" is defined as the employee's or the employee's spouse's parents, siblings, children, grandparents, grandchildren, the employee's spouse, or any other relative who resides in the employee's household.

Employees should direct all requests for Bereavement Leave to their supervisors or to the company president.

Jury Leave

Employees who are called for jury duty will be granted time off without pay to perform this civic duty. Employees must notify their supervisors as soon as they learn they have been summoned as a juror so that work arrangements can be made. An employee who is excused from jury duty must notify his or her supervisor of his or her availability to work.

Military Leave

Alpine will grant employees called into military service an unpaid leave of absence and reemployment rights as provided by the laws of the United States. Employees may use accrued paid time off during a military leave of absence.

ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

I have received the current Alpine employee handbook and have read and understand the material covered. I have had the opportunity to ask questions about the policies in this handbook, and I understand that any future questions that I may have about the handbook or its contents will be answered by the Office Manager, Company President or his or her designated representative upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that Alpine reserves the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of Alpine, regardless of their classification or position, are employed on an at-will basis, and their employment is terminable at the will of the employee or Alpine at any time, with or without cause, and with or without notice. I have also been informed and understand that no officer, agent, representative, or employee of Alpine has any authority to enter into any agreement with any applicant for employment or employee for an employment arrangement or relationship other than on an at-will basis and nothing contained in the policies, procedures, handbooks, or any other documents of Alpine shall in any way create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

This handbook is Alpine property and must be returned upon separation.

Signature

Date

Employee Name: Printed