



Morey's House Cleaning Service LLC
EMPLOYEE
HANDBOOK

Welcome!

**Morey's House Cleaning Service LLC's
New Valued
Employee!**





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WELCOME

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WELCOME . . .

Dear Employee

I am so excited to welcome you to the MOREY'S HOUSE CLEANING SERVICE LLC team and hope you will enjoy your time here working with us.

Using our expertise and experience in a range of industry sectors we are able to work in partnership with our customers to create a services package that is unique to their business /home and sector, leaving them to concentrate on their work or home knowing that the cleaning is in hand.

The values we share to help us complete the above, are centred around the following Core Values: **flexibility, trust, innovation** and being good at **listening** to each other and to our clients which includes a desire for continuous improvement and a "can do, will do" attitude.

This handbook will provide you with the information you will need during your employment with Moreys's House Cleaning Service LLC and we hope this will be a useful point of reference for you.

And finally, I would like to wish you all the best in your career with Moreys's House Cleaning Service LLC as a valued member of our team.

Sincerely,

Leanne Morey
Owner And CEO of
Morey's House Cleaning Service LLC



INTRODUCTION

Morey's House Cleaning Service LLC provides a total cleaning management service, specialising in contract cleaning of Commercial and Residential environments. This quality service begins with you, the employee. Each and every one of our employees plays an important role in the success of our Company as it continues to grow.

This Employee Handbook is designed as a working guide for all employees to understand the Company rules and regulations and to help uniformity throughout the Company, and is included as part of your terms and conditions of employment.

Therefore, please ensure that you read and understand the contents of the handbook as soon as possible. Always feel free to discuss any questions you may have regarding any aspect of your job role with your line manager.

Please keep in mind that this Employee Handbook is subject to change at any time by Morey's House Cleaning Service LLC

COMPANY MISSION

To listen to our customers and to deliver the exact services our customers want, to listen closely to their expectations, take a proactive approach in defining their requirements, build the very best partnering relationship possible and continue to improve on our products and services offered.

To be a Company that operates safely and provides for the training and development of all our employees.

CORE VALUES We believe that everyone in our Company has a passion for, and is attracted to our Company for what it stands for and believes in. It permeates through everything we do. These are the four core values that shape who we are at Morey's House Cleaning Service LLC.

WE ARE FLEXIBLE - We understand that every client has individual and unique needs and requirements, which sometimes changes to the needs of their business or the environment. By being Flexible in our approach and in the service we deliver, we are able to adjust our service and schedule we have for our clients during times of change.

WE ARE TRUST - We do not take our commitment to our clients lightly. Our work is based on professionalism, transparency and trust as we work together with our clients. We teach our team the value of integrity with each other and in their dealings with our clients. And this level of trust helps to make us who we are.



CORE VALUES *Continued*

WE ARE INNOVATION - Through hard work and innovation, we are continually looking to improve our service delivery to our clients. Always moving forward, giving them the best the cleaning industry can offer - using the latest and the very best chemicals and equipment - thus ensuring that their place of work or home is a clean and safe working environment.

WE ARE LISTENERS - We are a supportive team - We are one team with all employees here at Moreys's House Cleaning Service LLC and with our clients - We are all family. We Listen to each other at team meetings to improve our service to you. We have an ongoing training program for our team of cleaning operatives and continually encourage our team to improve their service. We have a culture of helping out and going the extra mile. We Listen to our clients to find out what their pains and goals are and provided with the service they actually require - based on their needs - because we Listen to everyone.

GENERAL INFORMATION

STARTER DOCUMENTATION As with all US employers, Moreys's House Cleaning Service LLC also has the responsibility to prevent illegal working, and we do this by conducting simple Right to Work document checks before we employ someone. The law on preventing illegal working is set out in sections 15 to 25 of the Immigration, Asylum and Nationality Act 2006 (the 2006 Act) In order to establish a defence in the event that Moreys's House Cleaning Service LLC is found to be employing a person who does not have the right to work in the US Moreys's House Cleaning Service LLC is required to obtain, check and copy original documentation relating to all of its employees, which forms part of the recruitment & selection process.

Please note your Right to Work documents will be reviewed on a regular basis and your employment is subject to your continued legal right to work in the US. You may be required at any time to prove that you have a right to work in the US. Failure to provide such proof when requested will result in dismissal.

For more information on this subject, please refer to and read the Right to Work Policy from Moreys's House Cleaning Service LLC.

SECURITY CHECKS

Your place of work may require additional checks to be carried out prior to, or during the course of your employment and that your employment and/or continued employment where this is required, is subject to satisfactory clearance being granted.

You will have been informed at your interview, or by your manager if there are any requirements for security checks at your place of work. From time to time the Company may carry out checks on both new starters and existing employees. This may include employees that are not usually subject to these checks. If unsatisfactory disclosure is received, the Company reserves the right to terminate your employment without notice.



ROLE OF THE EMPLOYEE

Our strength and future growth depends directly upon the contribution made by every employee in our Company. We also know that high productivity and efficiency result from your individual job satisfaction. Our policy is to be frank, fair and honest with personnel and to respect their rights as employees. We shall continue to strive to achieve mutual respect in our working relationship. We insist that our supervisors do all in their power to carry out such a policy.

Every employee is expected to be considerate of fellow employees, whether they are managers, supervisors or co-workers. Employees must not work in a manner that wilfully obstructs or hinders another employee from completing his/her duties. Employees must work in a manner safe to both themselves and their fellow workers. Personal problems between employees should not be pursued at work.

PROBATIONARY PERIOD For all new starters there is a probationary period of 3 months during which time your work performance will be monitored and reviewed. If during this period your performance or conduct does not meet the required standards, your employment may be terminated without recourse as to the Company Disciplinary Policy. You will be entitled to statutory notice of one weeks notice during this probationary period.



YOUR PAY Employees are paid on a monthly basis on the last working day of each month. Your wages will be paid in arrears by Gusto Wallet Debit Card or into the Bank or Building Society that you have nominated. Morey's House Cleaning Service LLC reserves the right to withhold payment if bank details are not supplied by the relevant cut-off date. Your supervisor or manager will advise you of the exact date on which you will be paid.

The company is authorised to deduct (including holiday pay, sick pay, bonus or commission, payment in lieu of notice) any amounts which are owed by you to the Company. This includes any loans, excess holiday taken, expenses or over-payments.

Morey's House Cleaning Service LLC will send you payslips via Gusto unless a different appropriate form of notification is agreed.

TIMEKEEPING

Any lateness will be investigated and could result in loss of pay. Start time is determined by the point at which you are ready to start work, wearing your uniform – and not as you arrive on site. Clear up time should be no more than 5 minutes at the end of the shift.

YOUR HOURS

Your normal hours of work are as stated in your contract of employment which you will have been given when you commenced employment with Morey's House Cleaning Service LLC. The Company reserves the right to modify your hours to meet customer requirements and you will be given reasonable notice of any changes. Extra duties and additional hours work will be requested as required and will usually be paid at your normal rate of pay per hour.

SIGNING IN

You must sign in when you arrive at work and sign out when you leave the building on the Gusto Wallet App, as instructed by your line manager. If you are instructed to do so, remember to clock in and out using the Gusto Wallet App. Your wages are calculated using the signing in and out records. If you do not sign or clock in you may not be paid correctly.

OVERTIME

Some employees are eligible to work overtime and you may be required to work overtime on some occasions according to operational needs. This does not however place any obligation on the Company to provide overtime.



HOLIDAY ENTITLEMENT

Holiday entitlement will be in line with current legislation (pro rata to hours/days normally worked per week). The Company's normal leave year runs from January 1st to the 31st of December and no entitlements will be carried forward. (Some contracts may differ from the company's usual leave year and if so, the details will be stated on your own Contract of Employment) – Your line manager will discuss this with you.

The company reserves the right to require that holidays are taken to coincide with client close downs, or in the case of some establishments, during out of term times. There will also be some sites where the taking of holiday at certain times of the year may be restricted or not authorised because of operational pressure. The amount of days you are able to take at these times may also be restricted.

You should also ensure that you understand the local arrangements that exist so that you can comply with them. Holiday's should be booked on the appropriate holiday authorisation form and no arrangements should be made until your holiday has been authorised and signed off by your manager/supervisor. You have no entitlement to take holiday that has not been accrued.

PUBLIC & BANK HOLIDAYS Due to the nature of the business you may be required to work on some or all of the Public/Bank Holidays listed below. It is a condition of your employment that you work on these days when required to do so.

If you do not wish to work on a Bank Holiday you must book annual leave in the normal way. You will be paid at your normal rate for Bank Holidays after one year of employment.

UNION RECOGNITION

The Company recognises your right to belong to a Trade Union. Currently the Company holds no formal national agreement with any Trade Union. If you are a Trade Union member you have the statutory right to be accompanied by a Trade Union Official at any disciplinary, grievance or appeal hearing if you make a reasonable request to be so accompanied.

NOTICE PERIODS

One week's notice will be required if employment is continuous for one month or more but less than one year. Two weeks notice will be required if employment is continuous for one year or more and one additional weeks notice for each further complete year of continuous employment up to 12 weeks.



CCTV

The use of closed-circuit television camera (CCTV)

In the carrying out of your day-to-day duties there may be occasions when you are required to work in a place where closed-circuit television cameras are in use. These cameras are in place primarily to ensure the safety and security of the premises on which you are working, but they are also there to assist in providing a safe working environment for the Company's staff. There will, therefore, be times when your actions whilst working will be recorded on CCTV.

You should be aware that in certain circumstances recordings from these cameras may be used, if appropriate, as evidence in disciplinary proceedings. By signing this Employee Handbook form at the end of this booklet, you are giving your consent for your actions to be recorded and for these recordings to be used in disciplinary proceedings where appropriate. If you have any concerns or queries regarding the use of CCTV or how it may affect your rights under the Moreys's House Cleaning Service LLC Disciplinary Policy, then you should speak to your manager or supervisor or contact a member of the Human Resources team at Head Office.

BAD WEATHER

Unable to travel to work

In the event of you being unable to journey to your normal place of work as a result of snow, storms etc. the following guidelines will apply:

- Telephone your normal place of work as soon as possible to inform of your absence.
- Consider working from home if you are able to advise your manager (Office based Employees).
- Those employees who take advantage of the situation may be dealt with through the disciplinary action in extreme cases.

Adverse Weather Conditions Whilst at Work

In the event of adverse weather conditions whilst at work, Managers are asked to review circumstances on an individual basis and to decide if it is appropriate to leave early.

ENGAGED IN OTHER EMPLOYMENT

You must advise your manager if you are engaged in other employment which may have any impact on your ability to perform your role.

SMOKING

SMOKING WILL NOT BE PERMITTED

Our customers should feel an overall sense of clean in our presence and that is nearly impossible when someone smelks like an ashtray or cat spray so please hygiene is of utmost importance.



ALCOHOL & DRUGS

Our Customers expect a safe and reliable service from us. Drugs or alcohol abuse of any nature can slow down reactions and have a direct effect on the performance expected by our customers. The Company's policy on drugs and alcohol is strict and staff will be disciplined and dismissed if it is not adhered to.

You may be subject to on-site drugs and alcohol testing and failure of these tests will lead to dismissal from the Company.

UNIFORMS

Where uniform is provided you are required to wear your uniform at all times whilst at work and you must ensure that it is kept clean and in a good state. You must ensure that you have good levels of personal hygiene and must appear presentable at all times. Your shoes must also be black, non-slip, clean and in good condition.

Hair to be slicked back into a tight bun.

Any employee failing to present a professional appearance or reporting to work out of uniform, may be sent home.

If you leave your employment with Moreys's House Cleaning Service LLC and fail to return your uniform, you could have a payment of up to \$50 deducted from your final salary.

If you are issued with an identification card, this also must be visible at all times.

BEHAVIOUR & CONDUCT

Always behave in a considerate and co-operative manner at work. You are part of a team and the success of that team depends upon every member working together. Remember that you are an Ambassador for the Company and that your behaviour, good or bad, reflects on the reputation of Moreys's House Cleaning Service LLC

MOBILE PHONES

You are not permitted to use your personal mobile phone during working hours and in some cases you are not able to carry your mobile phone whilst on the customer's premises.

In such instances mobile telephones must be kept with your personal belongings on site. Failure to adhere to site rules regarding the use of mobile telephones could lead to disciplinary action.

For employees based at Head Office, the use of personal mobile phones must be kept to a minimum and any calls to be made during your break.

CHANGES TO PERSONAL CIRCUMSTANCES It is your responsibility to notify Moreys's House Cleaning Service LLC of any changes to your personal circumstances. Your Manager will provide you with the correct form to complete which will need to be sent to Head Office.



SOCIAL FUNCTIONS

There may be occasions where you are invited to a social function, such as a Christmas Party or Corporate Event at your place of work or other location. Whilst the company would wish to encourage a relaxed and enjoyable atmosphere, colleagues are still responsible for their actions on such occasions even if they have been consuming alcohol. Any unacceptable behaviour will be held to account.

Employees must remember that they continue to represent the Company in 'out-of-hours' social events, and have a responsibility to treat each other and members of the public with dignity and respect.

COMPANY INFORMATION You may, during the course of your employment with Morey's House Cleaning Service LLC you have access to or have been trusted with information regarding the Company which is confidential. You must not disclose sensitive or confidential information to any third party, including customers.

Should you be party to any confidential information regarding our customers, you must not disclose this to any third party. Breach of confidentiality will be treated as a disciplinary offence.

CONFIDENTIAL INFORMATION

Managers and designated people must not disclose information to anyone other than to people who need to know as part of operating this procedure. Personal details about an employee's health are confidential and any breach of confidentiality may lead to a disciplinary action.

COMPANY - Knowledge of the Company's affairs gained through access to information not generally available to the public, is to be considered Confidential Information. As such, it is not to be passed onto outsiders or discussed with other employees at any time.

CUSTOMER - Knowledge of our Customer's affairs gained through access to information not generally available to the public, is to be considered Confidential Information. As such, it is not to be passed onto outsiders or discussed with other employees at any time.

EMPLOYEES - All information on an employee application form is considered Confidential, and is to be used for the hiring of personnel only. Personnel files are Confidential and available only to Management. And employees own personnel file is open to his/her examination at any time, by appointment.

The rights of Employees are to be protected at all times. All questions regarding employee information are to be referred to management. Personal information such as telephone numbers and home address are not to be released.



CLIENTS PROPERTY

- The atmosphere of the workplace should be quiet and calm. Refrain from making loud noises or talking in a loud voice. Swearing or abusive language is not permitted.
- Employees are not allowed to use any property of the client. This would include copiers, computers, fax machines, TV's, radios etc with the exception of cleaning supplies.
- Employees are not permitted to eat or drink in our clients office/home areas where you are cleaning.
- Employees are not permitted to eat or drink food, beverage, sweets, snacks etc that are in the homes/offices these are the clients property.
- Clean carefully around the clients property at all times, and never sit at a desk when cleaning the area.
- It is not appropriate for you to read books, examine papers, or look in desks or cupboards.
- Do not unplug anything. Many things are computerised and you can cause damage.
- There is to be no pilfering of waste. Employees can be prosecuted for theft for removing items from the waste bins for their own use.
- Telephones in the building(s) in which you are working are not to be used for personal calls. They are only to be used in an emergency situation, to clock in and out of the timekeeping system, ordering supplies or to contact your supervisor.
- Smoking is not allowed in the building at any time. Or before appointments.
- While on the contract, be courteous, respectful, and cooperative with all people with whom you come in contact.
- If you find wallets, jewellery, money and so on, please report this find to your supervisor.
- Report any unusual situations such as flooding, smoke or on the job injuries immediately to your manager/supervisor. You may use the clients phone for this purpose.

REDUNDANCY

The Company will take all reasonable and practicable steps to avoid Redundancy, but if it should arise and employee will only be dismissed by reason of Redundancy if the dismissal is wholly or mainly due to the following:

- The Company has ceased or intends to cease business for which the employee was employed.
- The Company has ceased or intends to cease to continue to carry on business in the location where the employee was employed.
- The requirements of the business have ceased or diminished.
- The requirements of the business have diminished or are expected to cease or diminish in the location where the employee was employed.

In all cases, the Company will comply with current legislation and adhere to the rules and guidelines covering – qualifying period, redundancy payments, consultation periods and process, right of appeal, alternative work or any other provisions.



SICKNESS & ABSENCE POLICY

SICKNESS & ABSENCE POLICY

This policy and procedure relates to all staff and establishes responsibilities for Supervisors, Managers and Employees in relation to sickness absence. Throughout this policy the term Manager applies to Supervisor, Team Leader or Manager.

The main aim of this absence policy is to enable absence to be addressed in a fair, consistent and reasonable manner and sets out the procedure for reporting, recording and managing sickness absence across the Company.

All employees whose absence falls below an acceptable level will be subject to the formal absence management process which could ultimately lead to dismissal.

This policy applies where: health or disability is a significant factor in preventing or limiting the employee's ability to attend work; matters relating to long-term absences and frequent, persistent short-term absences.

A separate policy and process exists to manage employees with capability issues where their performance falls below the required standard.

SICKNESS, ABSENCE & SSP

If you are ill or unable to attend work, you must notify your supervisor as soon as possible and no later than 3 hours before your shift starts. You should indicate the possible duration of your absence so that appropriate cover can be arranged.

Text messages are not an acceptable form of contact regarding absence, if you use text messages to report your absence you may be treated as absent without contact/authorisation and be subject to disciplinary proceedings. Likewise failure to make contact will be treated as absence without leave and dealt with under the Company Disciplinary Policy. There is no additional contractual scheme for company sick pay.

In order to be paid SSP you must produce a medical certificate but your entitlement to SSP will be in accordance with current legislation. You will be eligible for SSP provided you earn on or above the lower earnings limit based on your average gross pay over the previous eight (8) weeks. SSP will be paid for a maximum of 28 weeks for any period of sickness.

Sickness absence over seven (7) calendar days must be covered by a Doctor's certificate or you'll be treated as absent without authorisation.



ABSENCE NOTIFICATION/CONTACT

All absences must be reported to your Manager before the start of your working day/shift where possible and it must be within 3 hours and this must be done by telephone, **text messages are not accepted.**

You should indicate in this call the possible duration of the absence so that appropriate cover can be arranged. If the Manager is unavailable when the initial call was made, it is the employer's responsibility to ensure that the Manager is contacted by the end of the first day of absence.

Failure to make contact will be treated as absence without leave and will be dealt with under the disciplinary policy. If an employee is absent for more than 2 working days, on the third day they must personally notify their Manager on the likely duration of the absence unless a Medical Certificate has already been provided.

An employee is expected to do everything they can to return to work quickly. During any absence an employee should not undertake work elsewhere or carry out duties which are inconsistent with the illness and which may delay a return to work. By this it is meant activities such as sports, social activities, home improvements or working for a family business.

LONG-TERM ABSENCE CONTACT

Employees on long-term sickness absence are responsible for keeping in touch with their Manager every two weeks. All cases of long-term absence should be notified to HR where a member of HR will be assigned to the case.

A return to work form must be completed and sent to HR for every period of sickness. If a member of staff leaves work, or is sent home part way through the working day/shift, this will be recorded as absence in the normal way. Staff who persistently attend work and leave part way through the day will be managed in accordance with the formal absence procedure.

Sickness absence over seven (7) days must be covered by medical certificate. It is the responsibility of the employee to forward medical certificates promptly to their Manager who should forward them to HR.

FAILURE TO FOLLOW NOTIFICATION & REPORTING PROCEDURES

Employees who fail to follow the absence notification and reporting procedures will be subject to disciplinary procedures. Absence that is not reported in accordance with the procedure or that is not covered by the appropriate paperwork may be recorded as unauthorised.

PROCESS FOR MANAGING ABSENCE

For the process of managing absence, a fair, consistent, supportive and non-confrontational approach must be adopted from the outset. A different approach is recommended in cases of frequent short-term absences and long-term absence.



RETURN TO WORK DISCUSSION

It is important that Managers maintain a dialogue with staff when absence occurs. A Return to Work form must be completed after every period of absence even if it is only half a working day/shift. This discussion should take place face-to-face and will be a brief informal chat.

For absences more than seven (7) days a more in-depth discussion needs to take place. The main purpose of this discussion is:

- Welcome the member of staff back to work and check that they are fully recovered to resume full duties.
- If they are returning before their sick note expires they must provide a fit to work certificate from their Doctor.
- Update the staff member on any work related issues. Determine whether there is a work-related link in the absence.

FREQUENT/SHORT-TERM ABSENCE

A formal absence review will be arranged when an employee's level of sickness gives rise to concern over their well-being and ability to perform their role satisfactory. A review would take place when an employee's absence reaches one of the following trigger points:

Number of Absences:

3 or more occurrences or 5 working days over a period of 3 month rolling period

Absence Review 1 – Could lead to dismissal if within probationary period

Number of Absences

6 or more occurrences or 10 working days over a 12 month rolling period

Absence Review 2

14 working days over a 12 month rolling period

Absence Review 3

ABSENCE REVIEW 1

The Manager will meet with the employee to discuss their sickness record. This is to discuss whatever action is appropriate and offer any assistance if required to improve their attendance.

HR should be contacted and a case handler assigned. Employees will be invited to attend a formal absence review and will be given the right to representation.



ABSENCE REVIEW 1 Continued

During this meeting the Manager will:

- Highlight the number of absences.
- Identify if there are underlying causes for the absences i.e. domestic, welfare or work-related issues.
- Advise the employee of the impact of these absences.
- Provide support, advice and guidance if appropriate.

Depending on the circumstances:

- It might be necessary to issue a formal caution for absence.
- Offer further support and guidance.
- Refer to HR if it is felt a medical assessment may be necessary.
- Advise that absence levels will continue to be monitored.

The decision will be confirmed in writing to the employee and a copy placed on their file for a period of 12-months. After 12-months this caution will be disregarded. The employee must also be advised of their right to appeal.

ABSENCE REVIEW 2

During this meeting the same format should be followed as above, the Manager should explore further reasons for absence levels.

Advise that absence levels will continue to be monitored and it may be necessary to issue a second formal caution for absence.

ABSENCE REVIEW 3 Whilst Morey's House Cleaning Service LLC seeks to avoid dismissal on the grounds of ill health, in certain circumstances there may be no reasonable alternative.

When the formal absence review processes reach this stage, HR must be involved who will advise on the appropriate outcome. The outcome at this stage could be dismissal or a further formal caution.

If at the end of the review period, the required improvement has been achieved, no further action will be taken. However, if attendance deteriorates during the year following the specified period, the above process can be reactivated at the last stage.

LONG-TERM ABSENCE

Absence is deemed long-term when it exceeds four (4) weeks. In these instances you must contact HR who will advise you of the next steps.



SICK PAY ENTITLEMENTS

Payment of Company sick pay during periods of sickness or injury will be entirely at the discretion of the Company.

STATUTORY SICK PAY

Employees not entitled to company sick pay, or those whose company sick pay has expired may be entitled to statutory sick pay (SSP).

The Company will be responsible for paying SSP to employees. SSP will be treated like salaries or wages in that it will be subject to PAYE, income tax and national insurance contributions. Statutory sick pay is a condition of the social security and housing benefit at 1982

SICKNESS BENEFIT

When your entitlement to SSP from the Company has expired, you may be able to claim further benefit from the DSS, any payment of salary from the Company will be subject to deduction equal to the amount of benefit you received.

Statements relating to these benefits received by you from the DSS must be forwarded to the payroll department as soon as possible.

DISCIPLINARY POLICY

DISCIPLINARY POLICY *Morey's House Cleaning Service LLC* recognises the need for managers to manage their employees in a supportive, consistent and fair manner. This document is designed to facilitate and encourage all Morey's House Cleaning Service LLC employees to maintain acceptable standards of conduct, performance and attendance, whilst safeguarding the interests of and its Clients.

Whilst the Company does not intend to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment relations and discipline in the interests of all employees.

This policy outlines the procedure that will be followed when it is necessary to take action of a disciplinary nature against employees.

This policy applies to all the employees under a contract of employment with Morey's House Cleaning Service LLC



INFORMAL ACTION

On most occasions, it will not be appropriate for Managers to use the disciplinary procedure on the first occasion of poor performance or conduct by an employee.

At the informal stage, Managers are expected to meet with the employee concerned and discuss with them why the expected standards of performance or conduct are not being met. The aim of this meeting should be to agree joint standards and plan improvement over an agreed timescale where appropriate. Any training needed to facilitate this should also be identified.

Informal meetings do not attract the right to be accompanied.

Informal meetings to discuss issues are not disciplinary hearings

Following an informal meeting a decision may be taken that formal action is necessary.

Where the reason for poor performance is found to be lack of the required skills, the Morey's House Cleaning Service LLC| capability policy should be followed.

These formal discussions should be recorded on the record of discussion form and a copy of this given to the employee. Where there are agreed standards, a performance improvement plan should be completed.

Where informal discussion fails to address the issue, or it involves more serious incidents, it will be appropriate to follow the formal disciplinary procedure.

INVESTIGATION

In many cases, the full facts of an alleged incident relating to unacceptable standards of performance or conduct will not be immediately apparent. It may not be clear whether the alleged incident is serious enough to warrant formal disciplinary action.

Employees who are the subject of an investigation should be made aware of this as soon as possible and practicable. However, there may be exceptional circumstances where it is not advisable to inform the employee (where allegations may be particularly sensitive or unclear).

The investigating officer will be responsible for ascertaining the full facts of the case and for providing a report to HR complete with notes of the investigation. Where the incident involves other employees it may be necessary to obtain witness statements.

The investigating officer should provide HR with:

- the full facts of the case
- recommendations on whether or not it is appropriate to proceed to formal disciplinary
- notes, witness statements, evidence gathered in the investigation.



INVESTIGATION *Continued*

The length of the investigations depend on the nature of the allegation or incident, however, investigation should normally be completed within 21 days.

SUSPENSION

Suspension from duty on full pay may become necessary in certain circumstances. An employee can only be suspended with authorisation from HR and the appropriate Director.

Such suspension does not imply guilt or blame and will be for as short a period of time as possible. Suspension is not considered a disciplinary action. In all cases, HR must be informed of the reasons for suspension and the date the suspension took place immediately.

DISCIPLINARY SANCTIONS

In all cases where a formal written warning is to be issued the employee will be told verbally of the decision and then this will be confirmed in writing.

First Written Warning – this will remain on file for 12-months and is usually issued for a general misconduct or performance.

Final Written Warning – this will remain on file for 24 months and this would normally be issued where there has been a repeat of poor conduct/performance whilst the first written is still active, or where the conduct is sufficiently serious to warrant a final warning for a first offence.

Where following disciplinary action an employee has reached the specified standard and no recurrence has taken place within the time limit of the warning, the disciplinary sanction will be regarded as spent and the record will be removed from the employees file.

OTHER ACTIONS SHORT OF DISMISSAL – in exceptional circumstances a final written warning can be extended to a maximum of 12 additional months. This will generally be where the offence warrants further sanction, however, and dismissal is not thought to be appropriate. Advice must be sought from HR if this option is being considered.

According to the circumstances of the case, other action may be considered as an alternative to dismissal. This may involve a transfer and/or demotion, or a move to another location and or shift pattern. If the employee does not agree then dismissal will follow.

The full details of any transfer or demotion will be provided to the employee in writing.



DISMISSAL

Dismissal under the disciplinary policy is the ultimate and final sanction which can be imposed. It is usually applicable where the behaviour or conduct constitutes gross misconduct or where there have been a number of instances of less serious offences.

In considering dismissal the following must be examined:

- the disciplinary procedure had been complied with.
- other available courses of action have been considered and discounted.
- the dismissal is consistent with previous practice across Morey's House Cleaning Service LLC
- all the evidence relied upon is available and sufficiently clear to justify the decision.

The decision must be communicated to the employee verbally, and then followed up in writing.

DISMISSAL WITHOUT NOTICE (SUMMARY DISMISSAL)

In matters of gross misconduct it may be appropriate to summarily dismiss the employee following a disciplinary hearing.

RIGHT OF APPEAL

Employees have the right to appeal against any formal outcome of a disciplinary process. All appeals must be lodged in writing and addressed to the HR department within seven (7) working days from the date of the letter confirming the outcome.

The employee will be notified in writing of the arrangements for the appeal hearing and has the right to be accompanied at the meeting.

ADMINISTERING THE DISCIPLINARY POLICY

All managers are responsible for applying the disciplinary policy in line with this document. Decisions to initiate disciplinary action should be consistently applied and based on objective facts.

DISCIPLINARY RULES

The disciplinary rules in this document are provided to set out standards of performance and behaviour at work that can reasonably be expected by Morey's House Cleaning Service LLC. Whilst it is not possible to list all acts which may warrant disciplinary action, these rules serve as a guide:

MISCONDUCT

- unauthorised absence – including non-notification of absence or return to work.
- poor timekeeping.
- failure to wear the appropriate uniform.
- poor standards of work – where this is not a capability issue.



MISCONDUCT Continued

- poor attitude, general unacceptable behaviour – impoliteness or verbal abuse of colleagues or customers.
- non-attendance of mandatory training.
- conduct which could have an adverse effect on the reputation of the Company.
- use of language other than English to communicate with colleagues during work time.
- failure to follow a reasonable management request.
- neglect of duty.
- misuse of Company property.
- misuse of the company's equipment and IT systems.(i.e. Unauthorised use of telephone or equipment for personal business.
- failure to implement the Company's policies and procedures.
- Interfering with another employee's job performance.
- Performing unauthorised personal work on Company time.

The above is intended as a guide and is NOT an exhaustive list.

GROSS MISCONDUCT

Certain types of misconduct may lead directly to a higher level warning, such as a final written warning. Such examples include but are not limited to:

- repeated or wilful failure to carry out safe working practices.
- failure to comply with established, operational or legal procedures which could result in serious risk to the Company.
- serious verbal assault.
- theft or fraud.
- deliberate falsification of records which may include the delivery at falsification of timesheets, expense claims or obtaining employment by deception.
- assault.
- sexual, racial or other harassment and bullying.
- malicious damage to Company property.
- gross negligence.
- being unfit for duty through the use of alcohol or drugs.
- serious breach of confidentiality.
- deliberate infringement of Health and Safety Policy or Legislation.
- use of IT systems to download or send offensive materials.
- making inaccurate and damaging comments about the Company on email/social networking sites or through any other medium.
- use of Company vehicles without approval from the operations director.
- failure to maintain and present to the Company up-to-date documentary evidence of your Right to Work in theUS.
- serious breach of Company policies and procedures – i.e drugs and alcohol



GROSS MISCONDUCT Continued

- making malicious allegations under the Company grievance procedure.
- loss of driving licence where driving on public roads forms an essential part of the duties of the post.
- knowingly allowing unauthorised persons on-site.
- fighting on Company or Clients premises.

The above is intended as a guide and is NOT an exhaustive list.

GRIEVANCE POLICY *Morey's House Cleaning Service LLC* recognises that from time to time, employees may wish to raise matters which are causing them concern. The grievance procedure provides a structured framework to allow employees grievances to be handled fairly and consistently. The policy applies to all Morey's House Cleaning Service LLC employees.

The grievance policy is designed to:

- Exercise every reasonable effort in the first instance, to resolve employee problems or concerns informally through discussion with the line manager.
- Enable the employee to invoke the formal stages of the grievance procedure if it is not possible to resolve the problem or concern informally.

STAGE 1 - INFORMAL

Employees should aim to resolve most grievances informally with their line manager. Problems and concerns should be raised as early as possible and in the first instance with the immediate line manager to whom the employee reports.

The manager must make every effort to resolve the complaint as quickly as possible through discussion with the employee and by allowing reasonable time to conduct a thorough investigation. Employees who have a grievance against their line manager should raise the issue to the next level of management. The procedure will therefore commence at Stage 2.

If the employee believes that their line manager's decision or action was unfair or unreasonable they may choose to invoke the formal stages of the grievance procedure within 20 calendar days of the informal meeting.

STAGE 2 - FORMAL

The employee should send a letter detailing the problem and why they have been unable to resolve it informally. Employees who have difficulty expressing themselves on paper or if their first language is not English, are encouraged to seek help from a colleague, trade union official or other employee representatives to assist.

STAGE 2 - FORMAL Continued

The employee will receive an acknowledgement of their grievance from the HR department. Where possible the hearing will be arranged within 21 days of the grievance being acknowledged. For certain pay related grievances it may not be necessary to meet with the employee.

At the hearing the employee should have the opportunity to fully explain their complaint and propose a solution. The manager here in the grievance should take into account all the facts and the need for fairness and consistency, consulting with the HR department as appropriate.

If further investigation is required the meeting should be adjourned to allow this. The employee will be sent notification of the outcome of their grievance in department.

APPEAL If the employee believes the decision is unfair or unreasonable they can appeal against the outcome of the grievance. This appeal would need to be put in writing to the HR department within seven (7) calendar days from the date of the outcome letter.

The manager conducting the appeal should have no connection with the original hearing. The employee will be advised in writing the date and time of the appeal hearing and the right to be represented.

FINAL APPEAL

If the employee remains dissatisfied with the outcome, they must state this in writing giving the grounds for their final appeal. The final appeal will be heard without unreasonable delay at a time and place notified by letter from the HR department.

The final appeal will be dealt with where possible by a more senior manager who has had no previous involvement in the case. The employee will receive notification of the outcome in writing.

MATERNITY POLICY

MATERNITY POLICY

This policy sets out the statutory rights and responsibilities of employees who are pregnant, or have recently given birth and gives details of the arrangements for antenatal care, pregnancy related illness and maternity leave and pay.

Morey's House Cleaning Service LLC recognizes that, from time to time, employees may have questions or concerns relating to their maternity rights. It is the Company's policy to encourage open discussion with employees to ensure that questions and problems can be resolved as quickly as possible.



MATERNITY POLICY *Continued*

The following definitions are used in this policy:

"Expected week of childbirth" means the week, starting on a Monday, during which the employee's Doctor or Midwife expects her to give birth.

"Qualifying week" means the 15th week before the expected week of childbirth.

NOTIFICATION OF PREGNANCY

On becoming pregnant, an employee should notify her line manager as soon as possible. This is important as there are health and safety considerations for the Company. By the end of the qualifying week, or as soon as reasonably practicable afterwards, the employee is required to inform the Company in writing of:

- The fact that she is pregnant;
- her expected week of childbirth;
- and the date on which she intends to start her maternity leave.

The employee must also provide a MAT B1 form, which is a certificate from a Doctor or Midwife confirming the expected week of childbirth. The form must have either the Doctor's name and address or the Midwife's name and registration number on it.

The employee is permitted to bring forward her maternity leave start date, provided that she advises the Company in writing at least 28 days before the new start day or, if that is not possible, as soon as reasonably practicable.

The employee may also postpone her maternity leave start date, provided that she advises the Company in writing at least 28 days before the original proposed start date or, if that is not possible, as soon as reasonably practicable.

The Company will formally respond in writing to the employees notification of her leave plans within 28 days, confirming the date on which she is expected to return to work if she takes her full 52-week entitlement to maternity leave.

TIME OFF FOR ANTENATAL CARE

Once an employee has advised the Company that she is pregnant, she will be entitled not to be unreasonably refused time off work to attend antenatal appointments as advised by her Doctor, registered Midwife or registered Health Visitor. In order to be entitled to take time off for antenatal care, the employee is required to produce a certificate from her Doctor, registered Midwife or registered Health Visitor, stating that she is pregnant.

Except in the case of the first appointment, the employee should also produce evidence of the appointment, such as a medical certificate or appointment card, if requested to do so.



TIME OFF FOR ANTENATAL CARE *Continued*

appointments and, wherever possible, try to arrange them as near to the start or end of the working day as possible.

HEALTH & SAFETY The Company has a duty to take care of the Health & Safety of all employees. We are also required to carry out a risk assessment to assess the workplace risks to women who are pregnant, have recently given birth or are breastfeeding. The Company will provide the employee with information as to any risks identified in the risk assessment. If the risk assessment reveals that the employee would be exposed to health hazards in carrying out her normal job duties, the Company will take such steps as are reasonably necessary to avoid those risks, such as altering the employees working conditions.

In some cases, this may mean offering the employee suitable alternative work (if available) on terms and conditions that are not substantially less favourable.

If it is not possible for the Company to alter the employees working conditions to remove the risks to her health and there is no suitable alternative work available to offer her on a temporary basis, the Company may suspend her from work on maternity grounds until such time as there are no longer any risks to her health. This may be for the remainder of her pregnancy until the commencement of her maternity leave.



MATERNITY LEAVE *Continued*

earlier). Maternity leave will start on whichever date is earlier of:

- The employee's chosen start date;
- the day after the employee gives birth; or
- the day after any day on which the employee is absent for a pregnancy related reason in the 4 weeks before the expected week of childbirth.

If the employee gives birth before her maternity leave was due to start, she must notify the Company and writing of the date of the birth as soon as reasonably practicable.

The law obliges all employees to take a minimum of 2 weeks maternity leave immediately after the birth of the child.

ORDINARY MATERNITY LEAVE

During the period of ordinary maternity leave, the employee's contract of employment continues in force and she is entitled to receive all her contractual benefits, except for salary.

In particular, any benefits in kind (such as life insurance, private medical insurance, permanent health insurance, private use of a company car, laptop, mobile phone) will continue; contractual annual leave entitlement will continue to accrue; and pension contributions will continue to be made provided that the employee is receiving Statutory Maternity Pay (SMP).

Employee contributions will be based on actual pay, while employer contributions will be based on the salary that the employee would have received had she not gone on maternity leave. Salary will be replaced by SMP if the employee is eligible to receive it.

Employees are encouraged to take any outstanding annual leave due to them before the commencement of ordinary maternity leave. Employees are reminded that holiday must be taken in the year that it is earned and therefore if the holiday year is due to end during maternity leave, the employees should take the full year's entitlement before starting her maternity leave.

ADDITIONAL MATERNITY LEAVE

During the period of additional maternity leave, the employee's contract of employment continues in force and she is entitled to receive all her contractual benefits, except for salary. Any benefits in kind (such as Life Assurance, private medical insurance, permanent health insurance, private use of the company car, laptop, mobile phone) will continue and contractual annual leave entitlement will continue to accrue.

Salary will be replaced by Statutory Maternity Pay (SMP) for the first 13 weeks of additional maternity leave if the employee is eligible to receive it. The remaining 13 weeks of additional maternity leave are unpaid. Pension contributions will continue to be made during the period when the employee is receiving SMP but not during any period of unpaid additional maternity leave.





CONTACT DURING MATERNITY LEAVE

Shortly before an employee's maternity leave starts, the Company will discuss the arrangements for her to keep in touch during her leave, should she wish to do so. The Company reserves the right in any event to maintain reasonable contact with the employee from time to time during her maternity leave.

This may be to discuss the employee's plans for return to work, to discuss any special arrangements to be made or training to be given to ease her return to work or simply to update her on developments at work during her absence.

KEEPING-IN-TOUCH DAYS

Except during the first two weeks after childbirth an employee can agree to work for the Company (or to attend training) for up to 10 days during either ordinary maternity leave or additional maternity leave without that work bringing the period of her maternity leave to an end and without loss of a week's SMP. These are known as "keeping-in-touch" days.

Any work carried out on a day shall constitute a day's work for these purposes. The Company has no right to require the employee to carry out any work, and the employee has no right to undertake any work during her maternity leave. Any work undertaken, including the amount of salary paid for any work done on keeping-in-touch days, is entirely a matter for agreement between the Company and the employee.

Any keeping-in-touch days worked do not extend the period of maternity leave. Once the keeping-in-touch days have been used up, the employee will lose a week's SMP for any week in which she agrees to work for the Company.

RETURNING TO WORK

The employee will have been formally advised in writing by the Company of the date on which she is expected to return to work if she takes her full 52-week entitlement to maternity leave. The employee is expected to return on this date, unless she notifies the Company otherwise. If she is unable to attend work at the end of her maternity leave due to sickness or injury, the Company's normal arrangements for sickness absence will apply. In any other case, late return without prior authorisation will be treated as unauthorised absence.

While the employee is under no obligation to do so, it would assist the Company if she confirms as soon as convenient during her maternity leave that she will be returning to work as expected.

If the employee wishes to return to work earlier than the expected return date, she must give the Company at least eight (8) weeks notice of her date for early return, preferably in writing. If she fails to do so, the Company may postpone her return to such a date as will give the Company eight (8) weeks notice, provided that this is not later than the expected return date.

If the employee decides not to return to work after maternity leave, she must give notice of resignation as soon as possible and in accordance with the terms of her contract of employment. If the Notice Period would



RETURNING TO WORK Continued

expire after maternity leave has ended, the Company may require the employee to return to work for the remainder of the Notice Period.

RIGHTS ON AND AFTER RETURN TO WORK

On resuming work after ordinary maternity leave, the employee is entitled to return to the same job as she occupied before commencing maternity leave on the same terms and conditions of employment as if she had not been absent.

However, if it is not reasonably practicable for the Company to allow the employee to return to the same job, the Company may offer the employee suitable alternative work, on terms and conditions that are no less favourable than would have applied if she had not been absent.

An employee who worked full-time prior to her maternity leave has no automatic right to return to work on a part-time basis or to make other changes to have working patterns. However, all requests for part-time work or other flexible working arrangements will be considered in line with the operational requirements of the Company's business.

If an employee would like this option to be considered, she should write to her Line Manager setting out her proposals as soon as possible in advance of her return date, so that there is adequate time for full consideration of the request. The procedure for dealing with such requests is set out in the Company's policy on flexible working later in this chapter.



PATERNITY PAY

Where an employee wishes to request paternity leave in respect of a birth child, he or she must give their 15 weeks written notice of the date on which his or her partner's baby is due, the length of paternity leave he or she wishes to take, and the date on which he or she wishes the leave to commence.

CHANGES

If an employee subsequently wishes to change the timing of the paternity leave, he or she must give 28 days written notice of the new dates. The employee must also, if so requested, complete and sign a self certificate declaring that he or she is entitled to paternity leave and statutory paternity pay.

COMPASSIONATE LEAVE

In the event of the death of a member of the employee's immediate family, the employee may contact his/her Line Manager to request compassionate leave. Each case will be viewed sympathetically and compassionate leave will normally be granted for the date of death.

Time off may also be given for the attendance at funerals. Requests for compassionate leave will also be considered in the case of serious illness of immediate family members.

The Federal Employee Paid Leave Act (FEPLA) makes paid parental leave available to Federal employees covered under Title 5 following in connection with a qualifying birth of a son or daughter or the placement of a son or daughter with an employee for adoption or foster care. As a result, the Family and Medical Leave Act (FMLA) provisions were amended in Title 5, United States Code (U.S.C.) to provide up to 12 weeks of paid parental leave to covered Federal employees in connection with the birth or placement (for adoption or foster care) of a child occurring on or after October 1, 2020.

Paid parental leave granted in connection with a qualifying birth or placement under FEPLA is substituted for unpaid FMLA leave and is available during the 12-month period following the birth or placement. In order to be eligible for paid parental leave under FEPLA, a Federal employee must be eligible for FMLA leave under 5 U.S.C. 6382(a)(1)(A) or (B), and must meet FMLA eligibility requirements.

Paid parental leave under FEPLA is limited to 12 work weeks and may be used during the 12-month period beginning on the date of the birth or placement involved. Within these 12 work weeks, paid parental leave is available as long as an employee has a continuing parental role with the child whose birth or placement was the basis for the leave entitlement.

Under FEPLA, an employee may not use any paid parental leave unless the employee agrees in writing, before commencement of the leave, to subsequently work for the applicable employing agency for at least 12 weeks. This 12-week work obligation begins on the employee's first scheduled workday after such paid parental leave concludes.

- Detailed guidance on DOL's paid parental leave application process is made available for DOL employees upon entry to the Department.



PARENTAL LEAVE *Continued*

An employee who is the parent or adoptive parent of a child who has been awarded disability living allowance is entitled to up to 18 weeks unpaid parental leave, which can be taken up to the child's 18th birthday.

To qualify for parental leave, employees must have completed at least 1 years continuous service with the Company.

FLEXIBLE WORKING The Employment Act 2002 gives the right for employees with 26 weeks continuous service, a child under the age of 17 (18 where the child is disabled) and parental responsibility for the child to request a change to the number of hours that they work, the times that they work or their place of work.

The right to request flexible working is available to employees who have a minimum of 26 weeks continuous service and who have caring responsibilities for an adult aged 18 or over who is their spouse, partner or civil partner; a relative or someone who lives at the same address also has the right to request flexible working.

To make a request for flexible working you must put your request in writing to your Manager with the reasons for your request. Although the Company is committed to providing the widest possible range of working patterns for its workforce, both management and employees need to be realistic and to recognise that the full range of flexible working options will not be appropriate for all jobs across all areas of the business.

Where an instance of flexible working is proposed the Company will need to take into account a number of criteria including (but not limited to) the following:

- the cost of the proposed arrangement; the effect of the proposed arrangement on other staff;
- the level of supervision that the postholder requires;
- the structure of the department and staff resources;
- are there issues specific to the individuals department;
- an analysis of the task specific to the role, including their frequency and duration;
- an analysis of the workload of the role.

COMPANY VEHICLES

COMPANY VEHICLES Drivers of Company vehicles must adhere to the Company Vehicle Policy and procedures which will be issued separately to all employees entitled to a Company vehicle. You must provide the Company with a valid driving licence.



COMPANY VEHICLES Continued

The Company reserves the right to inspect vehicles at all times. Employees found to be in disregard of their obligations under the Company Vehicle Policy may be disciplined in accordance with the Company's disciplinary procedures.

USE OF COMPANY OWNED VEHICLES

Only those employees who are specifically named on the vehicles insurance policy are allowed to drive Company vehicles. At no time shall the vehicle be used for anything other business use.

Any speeding tickets or accidents that occur while driving Company vehicles must be reported immediately to management. Also, report any noises, dents, or other defects to management immediately.

When driving the Company vehicle, please drive courteously. Company vehicles are traveling billboards. Your actions as a driver, therefore, will reflect on the reputation and public image of the Company. Do not leave keys in an unattended vehicle.

Employees assigned to a vehicle may be given a Company fuel card to use!! The card is to be used to re-fuel the Company vehicle only. No personal use of the card is allowed. Personal use of the card is grounds for termination. If the card is lost or stolen it must be reported to management immediately.

The vehicle must be returned to the Company at the end of the employees work shift unless otherwise agreed and authorised by the management.

Mobile phones are not to be used while driving. No smoking is permitted inside Company owned vehicles.

HEALTH & SAFETY POLICY

HEALTH & SAFETY

Your health and safety at work is very important to Momentum Contract Cleaning. Our aim is to provide a working environment that is free from injuries, ill health and loss. You are required to cooperate with the Health and Safety rules set out in the Health and Safety Policy and ensure that you work safely at all times.

You have a responsibility to comply with the Health and Safety guidance and failure to do so could result in disciplinary action up to and including dismissal in serious cases.

Our Health & Safety Policy is available in a separate document





DECLARATION

I confirm that I have received issue 2025 of the Morey's House Cleaning Service LLC Employee Handbook and that I have received instruction on its use by my line Manager and/or Supervisor.

I acknowledge that the Employee Handbook is designed as a working guide for all employees to understand the Company rules and regulations and to help uniformity throughout the Company, and is included as part of my terms and conditions of employment.

Employee Name: _____

Signed by Employee: _____

Date: _____

Line Manager / Supervisor Name: _____

Signed: _____

Date: _____

This declaration should be signed, dated and returned to Morey's House Cleaning Service LLC





MOREY'S HOUSE CLEANING SERVICE

Morey's House Cleaning Service LLC

Cassopolis, Mi

574-222-8679

Email: moreyshousecleaningservice@gmail.com