



GPS
GWENLIN
PROPERTY
SOLUTIONS

2019 / 2020
EMPLOYEE HANDBOOK

GOOD PEOPLE
CLEAN BUILDINGS
BETTER COMMUNITIES



Dear Employee,

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with us. However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. In order to retain necessary flexibility in the administration of policies and procedures, only the Owner has the power to change, revise, or eliminate any of the policies and/or benefits described in this handbook. Employees will be notified of such changes to the handbook as they occur.

We are so excited to have you as a part of our team!

Welcome to GPS Gwenlin Property Solutions!

Sincerely,

A handwritten signature in black ink, appearing to read 'Allan Ness', is written over a white background.

Allan Ness
Owner



THE STORY OF GPS GWENLIN PROPERTY SOLUTIONS

GPS was founded in 1976, when Tom built this company and named it after his wife. In 2016, Allan and Cody purchased it from Tom. The rest is history. Thanks to all the folks that see GPS as more than just another cleaning company, we've been able to succeed by caring about each other and committing to improvement. Our story is one of hard work, caring, and growing together as the GPS family.

We're happy you're interested in being a part of our story. Understand, we take a lot of pride in our family and our story, and we want you to succeed. Don't look at this job as just another cleaning job, because we won't treat you as just another employee. The question is: what part will you play in the story of GPS?

Over the years we have realized there are fundamental values that have made us successful. Since the founding of GPS it is these core values that we embrace and in act every day. Each has its own meaning and how they can be applied to every employee in our organization at every level.



GPS CORE VALUES

CORE VALUE #1: I care about the people working with me.

CORE VALUE #2: I stay positive!

CORE VALUE #3: I always get better.

CORE VALUE #4: I am available and responsive.

CORE VALUE #5: I keep my word.

CORE VALUE #6: I know face-to-face communication is the key to success.

CORE VALUE #7: I get it done right, today.

CORE VALUE #8: I know we will succeed as a team.



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1. WHY DO YOU NEED THIS HANDBOOK?

The purpose of this handbook is to give our employees a quick reference regarding GPS culture, policies and procedures. It will answer questions that you may have regarding benefits, time off, attendance policies, clocking in and out, pay schedules, among many other topics.

2. DIVERSITY, EQUAL OPPORTUNITY, AND ADA AT GPS

GPS is an Equal Opportunity Employer and we value diversity throughout our organization. We are very proud of our diversity. Diversity refers to race, ethnicity, religion, educational background, gender, sexual orientation, age, tenure, disability, marital status, ancestry, political beliefs, or status as a veteran. All applicants will receive equal opportunity for employment. **GPS will not tolerate discrimination of any type.

GPS abides by the laws of Americans with Disabilities. The ADA is a wide-ranging civil rights law that prohibits discrimination based on a disability. Disability is defined by the ADA as a physical or mental impairment that substantially limits a major life activity. We offer reasonable accommodations in order to ensure safety and ability to perform work.

Equal employment opportunity notices are posted on appropriate employee bulletin boards as required by law. The notices summarize the rights of employees to equal opportunity in employment and lists the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against. Management is primarily responsible for seeing that **GPS'S** equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone. Any employee, including Assistant Managers or managers, involved in discriminatory practices will be subject to discharge.

3. HARASSMENT FREE WORK PLACE

GPS wants all of our employees to work in a safe and secure working environment free of harassment. There are various types of harassment and it is the responsibility of every GPS employee to report harassment whether it is happening to you or someone else. Harassment can include but not be limited to harassing someone because of race, ethnicity, religion, educational background, gender, sexual orientation, age, tenure, disability, marital status, ancestry, political beliefs, or status as a veteran.



Harassment can be verbal, physical, and include non-verbal cues such as staring or intimidation. While a pat on the back or a rub of the shoulders may seem harmless it can make someone else feel extremely uncomfortable. Please do not touch your fellow co-workers or GPS customers at any time.

GPS does not tolerate any type of harassment and the consequence for harassment can be termination. Retaliation towards another employee for reporting harassment can also lead to termination.

If you have been a victim of harassment or witnessed harassment of co-workers or customers, you should immediately contact your Assistant Manager or the office manager at (406) 259-7071. The Office Manager will partner with the appropriate parties and a prompt investigation will be conducted and appropriate corrective action will be taken if warranted. All claims will be completely confidential and will be treated as serious in nature. The use of this procedure to register a bona fide complaint or assistance in the investigation of a complaint will not result in retaliation or other adverse consequences.

Harassment at any location of GPS Commercial Cleaners is a clear violation of our policy and is therefore unacceptable. We ask your cooperation so that harassment and other forms of misconduct will, at the most, be exceedingly rare at GPS Commercial Cleaners.

4. GPS IS A DRUG-FREE WORKPLACE

Because GPS cares about you, the safety of our team, and our customers, GPS is a DRUG-FREE workplace and will not tolerate the use of drugs or alcohol by any employee.

5. COMMUNICATION WITH OUR TEAM

In an effort to be accessible and responsive to our employees GPS uses a variety of communication tools to share important information with our team. Because we don't have the advantage of being in the same facility or sometimes same city, we use the following forms of communication:

- Newsletters
- Emails
- Paychecks stuffers
- Flyers and Mailers



The days eligible for holiday pay are:

New Year's Day
Memorial Day
4th of July
Labor Day
Thanksgiving Day
Christmas Day

The payment of a Holiday Pay in no way guarantees a day off for this day, since our clients may still require our services. If you are required to work on a holiday, you will be paid your normal hourly rate and your holiday pay for the hours worked.

Sub Pay

If you sub for an employee, at your site or another site, GPS will pay you \$2.00 more per hour.

- Example: if you are making \$10.00 per hour you will receive \$12.00 to cover an employee's shift.
- Managers, Assistant Managers and Pro Cleaners are not eligible for Sub Pay.



6. OPEN-DOOR CULTURE

GPS Provides an Open-Door Culture and is accessible to all of our employees. Whether you have exciting news to share, a new idea, a comment, or a concern, there are specific steps you need to take. Should you have an issue, the first person you should contact is your Assistant Manager of the facility you are in. If you need to take the issue further, contact the Office Manager at (406) 259-7071. You can find contact information in the back of this handbook. If you are still not satisfied with the result, the third step in the process is to contact the General Manager at (406) 697-4689. If utilizing these steps doesn't lead to resolution, you may submit your issue in writing where it will be brought in front of Management to review. Remember, we can't act on any problems or issues unless we know about them.

7. BENEFITS OVERVIEW

We want to make GPS Commercial Cleaners the best place to work. We offer the following benefits to all of our employees because we care about our team and value recognition.

Every effort will be made to grant your time –off you desire. However, time-off cannot interfere with GPS Commercial Cleaners operation and therefore must be approved by Management at least 2 weeks in advance. If any conflicts arise in requests for time-off, preference will be given to the employee with the most seniority.

Holiday Program

After you complete 1 year you will become eligible for holiday pay. All hourly employees are eligible. You will be paid the Average daily hours normally worked by the times your hourly rate of pay. This pay will not be counted as hours worked by you when calculating possible overtime for the week.

Please note: You will not get holiday pay if you are not scheduled to work on the holiday. You will only receive the holiday pay bonus if the holiday falls on your scheduled work day.

- Example 1: John Doe is scheduled Monday through Friday.
The holiday falls on a Sunday. John will not receive holiday pay.
- Example 2: John Doe is scheduled Monday through Friday.
The holiday falls on a Monday. John will receive holiday pay.



Employee Recruitment Bonus

You are encouraged to recommend and refer qualified candidates for employment with *GPS*. If you know someone who would be a good fit for *GPS* and model *GPS* core values, we will be glad to consider them for a position. Direct your referral to the office manager to fill out an application and ensure they put your name on the application. Should your candidate be hired by *GPS*, and that person satisfactorily completes sixty days (60) of employment, you will receive a \$50.00 bonus. This bonus entitlement does not apply to individuals who are normally responsible for the recruiting and hiring functions, or to corporate executives.

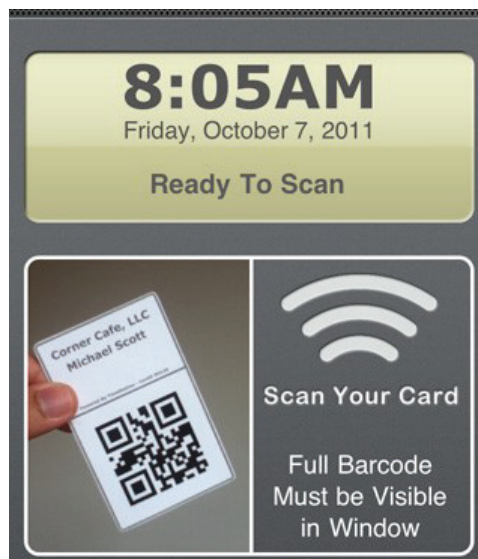
Service Awards

For each year you are employed with *GPS*, you will receive a service award in the form of a certificate that will be directly sent to you.

Each month, at *GPS*, we will be giving one employee per month an Employee of the Month bonus for exceeding *GPS* Core Values.

8. ACCURATE TIME TRACKING AND HOW DO I CLOCK IN AND OUT?

The accuracy of your paycheck depends on your ability to properly clock in and out. *GPS* utilizes an electronic time tracking system that requires you to clock in and out from a smartphone or tablet. You will need to download the free app in Google Play or the App Store which is called Time Station. You will need to clock in using your badge that was given to you on your first day. It looks like this:





9. GPS ATTENDANCE POLICY

Attendance at GPS is a crucial factor in our ability to fulfill our commitment to our customers and a large portion of your performance. If you are not able to attend work then you are not able to perform the functions of your job. When one of our employees does not report to work or comes in late, someone else is responsible for taking on that workload in addition to their own. Poor attendance places undue stress and frustration on the rest of the team and contributes to a negative work environment. It is important that you notify your Assistant Manager or the office immediately if you are not able to attend work or are going to be late by 10am the day of. Excessive absenteeism and tardiness can lead to corrective action up to termination. Remember Core Value #1: Care about the people working with you. Should you have any questions concerning your work schedule, please ask your General Manager.

10. WHO DO I CONTACT IF I AM NOT GOING TO BE ABLE TO ATTEND WORK?

If you are not able to make it to your assigned shift you need to contact your Assistant Manager **by 10:00 am of the scheduled day of the shift.**

11. WHO DO I CONTACT IF I AM GOING TO BE LATE?

If you are going to be late for your assigned shift then you need to call your Assistant Manager immediately and make them aware of the situation.

12. TIME-OFF REQUEST POLICY

If you need to request unpaid leave you must complete the appropriate time-off request form. You can request this form from the Office Manager and they will email it to you. Every effort will be made to grant you your requested time-off at the time you desire. However, time-off cannot interfere with GPS' operation and therefore must be approved by the General Manager or Office Manager at least a 2-week notice. It is your responsibility to turn in the necessary request timely. If any conflicts arise in requests for time-off, preference will be given to the employee with the most seniority or at a first come, first serve basis.



13. GPS TRANSFER REQUEST POLICY

When an employee is hired at GPS it is understood that their report location is the one they are hired for. If an employee would like to transfer after the initial job offer it needs to be approved by the General Manager over the facilities involved in a transfer. The request of a transfer does not automatically mean it will be approved and you will be moved to another account. Possible reasons for a transfer include but are not limited to; growth opportunities, more or less hours, closer to home, interference from other job, transportation issues.

Before a transfer is approved the Assistant Manager(s) and General Manager involved will review the following:

- Employee Attendance

- Disciplinary Actions (if Applicable)

- Then employee that is at current site will also have to agree with a transfer

Routes (if Applicable) To be determined
(if Applicable)

14. GPS STANDARDS OF CONDUCT

It is expected that our employees conduct themselves in a respectful and professional manner at all times. In effort to maintain that professionalism, GPS has Standards of Conduct that we expect all of our employees to abide by. Occurrences of any of the following violations, because of their seriousness, may result in immediate dismissal without warning:

1. Willful violation of any company rule; any deliberate action that is extreme in nature and is obviously detrimental to **GPS** efforts to operate profitably.
2. Willful violation of security or safety rules or failure to observe safety rules or **GPS** safety practices or those of **GPS** clients; failure to wear required safety equipment; tampering with **GPS** or any of **GPS** clients' equipment or safety equipment.
3. Negligence or any careless action which endangers the life or safety of another person.
4. Being intoxicated or under the influence of controlled substances while at work; use or possession or sale of controlled substances in any quantity while on company premises.



5. Possession of dangerous or illegal firearms, weapons, or explosives on company property or while on duty.
6. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing **GPS**. Fighting or horseplay or provoking a fight on company or client property or when representing **GPS**. Negligent damage of **GPS** property.
7. Insubordination or refusing to obey instructions properly issued by your Assistant Manager, General Manager, Office Manager or President pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing fellow employees on or off the premises - at any time, for any purpose.
9. Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
10. Theft of company or client property or the property of fellow employees; unauthorized possession or removal of any company or client property, including documents, from the premises without prior permission from management; unauthorized use of company or client equipment or property for personal reasons; using company or client equipment for profit.
11. Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reasons for a leave of absence or other data requested by **GPS**; alteration of company or client records or other company/client documents.
12. Violating the non-disclosure agreement; giving confidential or proprietary **GPS** information to competitors or other organizations or to unauthorized **GPS** employees.
13. Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same. Engaging in lengthy conversation with clients or co-workers while working.



14. Immoral conduct or indecency on company property or while working on company time. Conducting a lottery or gambling on company premises or while working on company time.
15. Any act of harassment, sexual, racial, or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
16. Leaving work before the end of a workday or not being ready to work at the start of a workday without the approval of your Assistant Manager; stopping work before time specified.
17. Use of company or clients' telephone for personal calls. Use of client's computers for any reason.
18. No smoking is permitted while performing work. Smoking is permitted only during break times and only in approved, designated smoking areas. All employees are expected to abide by this policy while at work. Failure to do so will result in termination of employment.
19. Posting, removing or altering notices on any bulletin board on company property without permission from **GPS**.
20. Failure to report an absence or late arrival to your Assistant Manager by 10am. Any excessive tardiness or absenteeism.
21. Obscene or abusive language toward any Manager, employee or client; indifference or rudeness toward a client or fellow employee; any disorderly/antagonistic conduct on company or client premises.
22. Failure to immediately report damage to, or an accident involving company equipment.
23. Failure to use your time tracking system; punching or altering another employee's time card or records, or causing someone to alter your time card or records.
24. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your Assistant Manager or General Manager; mistakes due to carelessness or failure to get necessary instructions; customer complaints about work performance.



25. Sleeping on the job; loitering or loafing during working hours.
26. Leaving your designated site during your work hours without notifying your Assistant Manager or employees you are working with.
27. Creating or contributing to unsanitary conditions.
28. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
29. Failure to maintain a neat and clean appearance in terms of the standards established by Management; any departure from accepted conventional modes of dress or personal grooming; wearing improper or unsafe clothing. Multiple warnings of not wearing GPS shirts could result in termination.
30. Eating food and beverages in undesignated areas or at your workstation.
31. Not performing required work duties.
32. Repeatedly not meeting the standards set by Assistant Managers, management and or clients.
33. Failure to adhere to your work schedule.
34. Not being on the job-site when required, unless permission is granted.
35. Willful resistance to authority.
36. Headphones with cell phones or MP3 players CAN be used while working.
37. Taking food, candy, change, or any item from a client's desk.
38. Leaving any advertisements or business cards in clients lobbies.
39. Repeated lost keys; failure to report lost keys to your Assistant Manager



15. THEFT AND HONESTY POLICY

GPS expects all of our employees to be truthful and honest at all times. Whether you are taking candy off of a customer's desk, or clocking in from your cell phone when you are not actually working, these are all examples of violating this policy. We promote an environment of trust and respect. Violation of the theft and honesty policy will result in termination. It is not fair to those employees who consistently do the right thing while others violate the policy. This type of behavior could lead to the loss of an account which in turn leads to the loss of jobs. Theft or dishonest behavior can lead to immediate dismissal.

16. SECURITY POLICY

In this day and age security is first and foremost in everyone's minds. Our customers trust us to take care of their facilities. Think about who you would give the keys to your house to? It is our job to abide by the security policies as instructed by our customers. Each facility is different and you will need to be trained on the specifics of your location but there are general policies that GPS has in place to keep you and our customers secure. GPS employees must abide by general security policies:

- Wear your uniform and name badge at all times while working. This is so you may be easily identified by others.
- Lock all doors that are required to be locked. **Remember to check all doors in the facility, even those you didn't unlock
- Set any and all alarms that are supposed to be set. Failure to properly set an alarm before leaving a facility can result in termination.
- Do not allow any person not employed with GPS or our client, on the premises, including friends or family
- Safeguard all keys, badges, card access, etc. that are given to you during the course of your employment.
- Always make a note if you are not the last person out of a facility (i.e. a client may be working late).



17. WHAT DO I DO IF I HAVE AN INJURY OR NEED TO REPORT & INCIDENT?

- If a safety incident or injury occurs whether it's yourself or someone else, notify your Assistant Manager right away. Don't wait! If necessary, call 911 first. Depending on the type of incident or injury, it may be necessary for you to seek medical treatment. Your Assistant Manager will guide you through the GPS incident reporting process and the steps you need to take.

Safety incidents can include but are not limited to:

- Injury to yourself or someone else
- Damaging property in an GPS account
- Any potentially dangerous situation

As a GPS employee you are responsible for reporting all incidents, unsafe behavior, and potential unsafe situations to your Assistant Manager.

We will have mask and gloves at each site for you to wear. Long-term exposure to any chemical can have harmful effects. Please use proper gear.

18. GPS UNIFORM

Employees will wear a GPS shirt issued by management while working in a facility. If the employee quits or is terminated, they will return the shirt or pay a \$50 fee per shirt that will be taken out of their final paycheck.

19. TERMINATION OF WORK

The introductory period of 3 months is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. GPS uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or GPS may end the employment relationship at any time during the introductory period with or without cause or notice. GPS is requesting a 2 week notice if employee will be quitting after the probationary period of 3 months. Upon employee termination or GPS termination you are required to return to GPS office: shirts, a signed Termination Form will need to be filled out, return client keys, and name badge.



20. GPS Contact List

Office Manager – Joel – 406-259-7071

Assistant Managers

General Manager – Sue – 406-697-4689