



C3 EMPLOYEE HANDBOOK

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WELCOME TO THE C3 TEAM!

We are excited to begin this new journey together. Carfagno Commercial Cleaning (C3) is successful because we live our vision, mission, and values.

VISION

1,000 smiles every week through the C3 cleaning experience.

MISSION

C3 is a ten talent company, stewarding God's resources through ownership, excellence, and safety.

VALUES

Ownership – Excellence – Safety



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OWNERSHIP (1 Thessalonians 4:11)

10 Talent Stewards take ownership of the roles they're given and full responsibility for the results. Greater ownership creates confidence and autonomy. Owners are independent and interdependent versus being dependant. Team members that take ownership are directly rewarded through higher compensation, promotion, and other rewards because they understand their role in the greater purpose of the organization's mission.

EXCELLENCE (Proverbs 22:29)

10 Talent Stewards take pride in the work that they do. Excellence is doing the right job, the right way, every time, no matter how inconvenient. Excellence is high quality delivered consistently over time. Excellence is how we present ourselves, how we speak, and how we treat others. Excellence holds a high standard of professionalism for professional companies that need our cleaning services. Excellence is collecting feedback on the work we do, analyzing it, and improving our service to keep our customers smiling. Excellence is alignment between our words and action. We are honest and trustworthy. Excellence is viewing every office as if our own family worked there. Excellence is the 5 levels of the C3 Experience.

SAFETY (Deuteronomy 22:8)

10 Talent Stewards exercise safety as they take ownership and excellent in their work. They do not jeopardize or compromise safety to themselves or others. Our workers perform their jobs in small office buildings off hours. We take as many precautions as possible to ensure their safety. Our workers are excellent, professional, and trained to clean around confidential data, so our customers can feel safe and trust C3 with their buildings.



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About this Handbook

We prepared this Handbook to help employees find the answers to many questions that they may have regarding their employment with Carfagno Commercial Cleaning (referred to as “C3” or “Company” throughout this handbook). Please take the necessary time to read it.

We do not expect this Handbook to answer all questions. Team Leaders, Supervisors and Management also serve as a major source of information.

Neither this Handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. C3 adheres to a policy of employment at will, which permits C3 or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No Company representative other than President may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be signed in writing.

Many matters covered by this Handbook, such as benefit plan descriptions, are also described in separate Company documents. These Company documents are always controlling over any statement made in this Handbook or by any member of management.

This Handbook states only general Company guidelines C3 may, at any time, in its sole discretion, modify or vary from anything stated in this Handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by express written agreement signed by the employee and President.

This Handbook supersedes all prior handbooks.



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Principles of Employment

Equal Employment Opportunity

C3 is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws and ordinances. C3's management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, access to facilities and programs and general treatment during employment.

C3 will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to the individual's: physical or mental disability, sincerely held religious beliefs and practices; and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon Company's business operations.

Any applicant or employee who needs an accommodation in order to perform the essential functions of the job should contact the Company President to request such an accommodation. The individual should specify what accommodation is needed to perform the job and submit supporting documentation explaining the basis for the requested accommodation, to the extent permitted in accordance with applicable law, Company then will review and analyze the request, including engaging in an interactive process with the employee or applicant, to identify if such an accommodation can be made. C3 will evaluate requested accommodations, and as appropriate, identify other possible accommodations, if any. The individual will be notified by the President the Company's decision regarding the request within a reasonable period. The President treats all medical information submitted as part of the accommodation process in a confidential manner.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the President of C3. The President will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If employees feel they have been subjected to any such retaliation, they should contact C3 President. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees must cooperate with all investigations conducted pursuant to this policy.



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Non-Harassment

It is C3's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by C3.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one harasses another individual in the workplace, including while on Company premises, while on Company business (whether or not on Company premises) or while representing Company. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures, or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state, or local laws. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.



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Sexual harassment can include all the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

- submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Example of Conduct that violate this policy include:

- unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal movement;
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
- obscene or vulgar gestures, posters or comments;
- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
- propositions or suggestive or insulting comments of a sexual nature;
- derogatory cartoons, posters and drawings;
- sexually-explicit e-mails, text messages or voicemails;
- uninvited touching of a sexual nature;
- unwelcome sexually-related comments;
- conversation about one's own or someone else's sex life;
- conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
- teasing or other conduct directed toward a person because of the person's gender.

Reporting Procedures

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to Company President. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in the reporting hierarchy.



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Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, C3 will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy, and productive work environment for our employees and others, to protect Company property, and to ensure efficient operations, C3 has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the company.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale, or distribution of controlled substances (including medical marijuana), drug paraphernalia or alcohol by an individual anywhere on Company premises, while on Company business (whether or not on Company premises) or while representing the company, is strictly prohibited. Employees and other individuals who work for the Company also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this exception does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent the employee is subject to any drug testing requirement, except as permitted by and in accordance with applicable law.



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Workplace Violence

C3 is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Company and personal property.

C3 does not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, C3 specifically discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. However, C3 does expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Company policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Company employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede C3's ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must



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cooperate with all investigations. No employee will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy.

If the company determines, after an appropriate good faith investigation, that someone has violated this policy, the company will take swift and appropriate corrective action.

If the employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for the company to be aware of any potential danger in its offices. Indeed, the company wants to take effective measures to protect everyone from the threat of a violent act by employees or by anyone else.



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Employee Policies

Employee Classifications

For purposes of this handbook, all C3 employees fall within one of the classifications below.

- **Full-Time Employees** - Employees who regularly work at least 40 hours per week who were not hired on a short-term basis.
- **Part-Time Employees** - Employees who regularly work fewer than 40 hours per week who were not hired on a short-term basis.
- **Short-Term Employees** - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term employees generally are not eligible for Company benefits but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

Introductory Period

The first three months of employees' employment is an introductory period. This is an opportunity for C3 to evaluate the employee's performance. It also is an opportunity for employees to decide whether they are happy being employed by the Company. The Company may extend the introductory period if it desires. Completion of the introductory period does not alter the employee's at-will status.

C3 will conduct a formal performance review at the end of the introductory period using the C3 Core Values Scorecard. The employee must attain a score of 8.0 or higher in Excellence, Ownership and Safety values.



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Employment Records

In order to obtain their position, employees have provided personal information, such as address and telephone number. This information is contained in their personnel file.

Employees should keep their personnel file up to date by informing the President or Vice President of any changes. Employees also should inform the President or Vice President of any specialized training or skills they acquire, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

Work Hours and Schedule

Due to the nature of our work and to ensure we meet the expectations of our clients; our work schedules are critical to business success.

Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point C3 may need to change individual work schedules on either a short-term or long-term basis.

Employees will be assigned either weeknight shifts that run Monday through Thursday or weekend shifts which run Friday and Saturday.

- Weeknight shifts are to be completed between 5 pm – midnight, employees must be clocked in by 9 pm to ensure the work is completed by midnight.
- Weekend shifts are to be completed between 5 pm Friday and midnight Saturday, employees must be clocked in by 9pm Saturday to ensure all work is completed by midnight.
- Certain clients have limited weekend hours to complete work shifts, for these clients only, employees will have the option to complete the cleaning on Sunday without seeking an exception as mentioned below, the employee must be clocked in by 1pm on Sunday.
- C3 does not typically schedule regular work shifts on Sunday, but if a situation arises such as a family emergency, or extenuating circumstances, employees may request an exception to complete their weekend shift on Sunday to C3's President or work supervisor. If the exception is approved, the employee must be clocked in by 1 pm on Sunday.
- See section on "Inclement Weather" for additional exceptions.

Employees will be provided meal and rest periods as required by law. A supervisor will provide further details.



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Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on the C3 Swept Employee Customer Management App as prescribed by management.

Altering, falsifying, or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Non-exempt employees may not start work until their scheduled starting time.

It is the employee's responsibility to submit time records in Swept to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

Safe Harbor Policy for Exempt Employees

It is C3's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Those classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours, they may work for C3. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing wage replacement benefits for such absences (deductions also may be made for the exempt employee's full-day absences due to sickness or disability before the employee has qualified for the plan, policy or practice or after the employee has exhausted the leave allowance under the plan);
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- Family and Medical Leave Act absences (either full- or partial-day absences);



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- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the employee works less than a full week; and
- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because the Company has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness, or disability.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to a supervisor. If the supervisor is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt and fully acceptable reply), they should immediately contact the President or any other supervisor in C3 with whom the employee feels comfortable.

Your Paycheck

Employees will be paid bi-weekly for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, C3 is required to make deductions for social security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received. If there is an error in any employee's pay, the employee should bring the matter to the attention of Vice President immediately so Company can resolve the matter quickly and amicably. Paychecks will be given only to the employee, unless the employee requests that they be mailed or authorizes in writing that another person may accept the check.



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Direct Deposit

C3 strongly encourages employees to use direct deposit. Authorization forms are included in the C3 employee onboarding process.

Performance Review

Depending on the employee's position and classification, C3 endeavors to review performance annually using the C3 Core Values Scorecard. However, a positive evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions are determined by and at the discretion of management.

In addition to these annual performance evaluations, the Company encourages employees and supervisors to discuss job performance on a frequent and ongoing basis.

Customer Feedback

Customers will let C3 Leadership know if they are happy with the work performance of our employees. This feedback, either positive or negative, is entered into the Swept management system to share with the employee. Employees are expected to address all complaints with their Team Leader. Corrected complaints and testimonials will positively affect employee excellence scores. Likewise, uncorrected complaints reduce employee excellence scores and could result in disciplinary action up to and including termination.

Record Retention

C3 acknowledges its responsibility to preserve information relating to litigation, audits, and investigations. Failure on the part of an employee to follow this policy can result in possible civil and criminal sanctions against the Company and its employees and possible disciplinary action against responsible individuals (up to and including termination of the employee). Each employee has an obligation to contact President or Vice-President of C3 to inform them of potential or actual litigation, external audit, investigation, or similar proceeding involving the Company that may have an impact on record retention protocols.



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Job Postings

C3 is dedicated to assisting employees in managing their careers and reaching their professional goals through promotion and transfer opportunities. This policy outlines the on-line job posting program which is in place for all employees. To be eligible to apply for an open position, employees must meet the following requirements:

- be a current, regular, full-time or part-time employee;
- have been in current position for at least six (6) months with a Score Card rating of 8.0 or three (3) months with a Score Card rating of 9.0;
- maintain a rating of 8.0 or above on the C3 Core Values Score Card;
- not be on a conduct/performance-related probation or warning;
- meet the job qualifications listed on the job posting; and
- provide their current manager with notice prior to applying for the position.

If employees find a vacant position of interest and they meet the eligibility requirements, they should speak with the hiring manager to express their interest and apply for the vacancy. The Company reserves the right to seek applicants solely from outside sources or to interview internal and external applicants simultaneously.

For more specific information about job postings, please contact President or Vice President.



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General Standards of Conduct

Workplace Conduct

C3 endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense, and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Company's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

- Obtaining employment on the basis of false or misleading information.
- Stealing, removing, or defacing C3 property, C3 customer's property, or a co-worker's property, and/or disclosure of confidential information.
- Completing another employee's time records.
- Violation of safety rules and policies.
- Violation of Company Drug and Alcohol-Free Workplace Policy.
- Fighting, threatening, or disrupting the work of others or other violations of Workplace Violence Policy.
- Failure to follow lawful instructions of a supervisor.
- Failure to perform assigned job duties.
- Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness, or unexcused absences.
- Gambling on Company property.
- Willful or careless destruction or damage to Company assets or to the equipment or possessions of another employee.
- Wasting work materials.
- Violation of the Solicitation and Distribution Policy.
- Violation of Harassment or Equal Employment Opportunity Policies.
- Violation of the Communication and Computer Systems Policy.
- Unsatisfactory job performance, defined by a score below 8.0 on the Scorecard.
- Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and C3 reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. The Company will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, C3 will endeavor to



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utilize progressive discipline but reserves the right in its sole discretion to terminate the employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

Punctuality and Attendance

Employees are hired to perform important functions at C3. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on fellow employees and Supervisors. We expect excellent attendance from all employees. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

Absence and Call-out Procedure

Employees that are planning scheduled absences, should complete the Absence Request Form at least two (2) weeks prior to the scheduled absences to be approved the employee's supervisor.

We do recognize, however, there are times when absences and tardiness cannot be avoided. In such cases, employees are expected to notify Supervisors as early as possible, except in an emergency, 24 hours' notice is expected. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Employees should call, stating the nature of the illness and its expected duration, for every day of absenteeism.

Inclement Weather

Employee is expected to plan ahead for inclement weather, such as snow, ice, rain, etc. Weeknight shifts may be rescheduled for the next safe night to drive upon Team Leader's approval. Weekend shifts have built-in flexibility. Employee should go before the storm or wait until it is safe. Sunday exceptions can be made for Inclement Weather upon Team Leader's approval.

In extreme weather, C3 customer locations may close the building or parking lot for entry until clear or safe. All shifts in this scenario are completed on a case-by-case basis through your Team Leader.



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Illness and Communicable Diseases

C3 will follow current guidance in place by the Centers for Disease Control as it pertains to illness and communicable diseases. Employees that are unable to perform the essential functions of their job due to an illness, should notify their supervisor as indicated in the attendance policy. However, since most C3 employees work independently cleaning offices free of other persons, the risk of sharing communicable diseases is relatively low, and employees who are asymptomatic and able to work as usual, may continue to report to work. Any questions related to this policy should be raised with your supervisor or the President of the Company.

Excessive Absenteeism

The importance of reliability and dependability of our employee at C3 cannot be overstated. When an employee is not readily available to complete their assigned work shifts, our ability to deliver to our clients impacts the entire team. Excessive Absenteeism, calling out more than one time per month, will result in disciplinary action up to and including loss of scheduled work shifts or termination.

Job Abandonment

Unreported absences of two (2) consecutive workdays generally will be considered a voluntary resignation of employment with the Company.

Use of Social Media

C3 respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Company interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Company equipment or property.



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All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn, or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether the employees are posting something on their own blog, web page, social networking, Twitter, or similar site or on someone else's, if the employee mentions the Company and also expresses either a political opinion or an opinion regarding the Company's actions that could pose an actual or potential conflict of interest with the Company, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Company's position. This is necessary to preserve the Company's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter, or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous, or violent is forbidden. Company policies apply equally to employee social media usage.

C3 encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

Newly hired employees will receive a questionnaire seeking permission to post news and/or updates about C3 Employees. C3 will only post updates with employee permission.

Personal Portable Communication Devices

Currently, all C3 Employees must use their own PCD for accessing the C3 Swept system.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes employees must comply with applicable Company guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment uses and operation of vehicles.

Please note that the Company's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.



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Portable Communication Device Use While Driving

Employees who drive on Company business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking, or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while driving, and permitted by law, employees must use a hands-free option and advise the caller that they are unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving are prohibited in all circumstances.

Smoking

Smoking, including the use of e-cigarettes or vape pens, is prohibited on Company premises and in all Company customer building locations. Smoking is permitted in designated outdoor areas.

Personal Visits

For safety and security reasons, employees are prohibited from having personal guests visit or accompanying them anywhere in C3 facilities or at designated work locations.



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Solicitation and Distribution

To avoid distractions, solicitation by the employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time the employee is engaged, or should be engaged, in performing his/her work tasks for C3. Solicitation of any kind by non-employees on Company premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Company is prohibited at all times. Distribution of literature by non-employees on Company premises is prohibited at all times.

Bulletin Boards

Important notices and items of general interest are continually posted on C3 Team Swept "online bulletin board" location. Employees should make it a practice to review bulletin boards frequently. This will assist employees in keeping up with what is current at C3.

Confidential Company Information

During the course of work, employees may become aware of confidential information about C3's business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. Employees also may become aware of similar confidential information belonging to the Company's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to Company competitors. Any employee who improperly copies, removes (whether physically or electronically), uses, or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.



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Conflict of Interest and Business Ethics

It is C3's policy that all employees avoid any conflict between their personal interests and those of the Company. The purpose of this policy is to ensure that the Company's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Company.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

- Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Company, by any employee who is in a position to directly or indirectly influence either the Company's decision to do business, or the terms upon which business would be done with such organization;
- Holding any interest in an organization that competes with the Company;

A conflict of interest would also exist when a member of the employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (and the employee's immediate family) and the Company.

Use of Facilities, Equipment, and Property, including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees should notify their supervisor if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Supervisors can answer any questions about the employees' responsibility for maintenance and care of equipment used on the job.



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Employees also are prohibited from any unauthorized use of the Company's intellectual property, such as audio and video content, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Company is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

Health and Safety

The health and safety of employees and others on Company property are of critical concern to C3. The Company intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Company's premises, or in a product, facility, piece of equipment, process or business practice for which the Company is responsible should be brought to the attention of management immediately.

Periodically, the Company may issue rules and guidelines governing workplace safety and health. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident.

Workers' Compensation

On-the-job injuries are covered by C3 Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their supervisor. Failure to follow Company procedures may affect the ability of employees to receive Workers Compensation benefits.



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This is solely a monetary benefit and not a leave of absence entitlement. Employees who miss work due to a workplace injury must also request time off. See the Attendance sections of this handbook for more information.

Breakages

Sometimes employees accidentally or carelessly break something in a customer office. C3 is responsible for all breakages. Employees must immediately report the incident and document in Swept with pictures and an explanation of what happened. Breakages cost the company money and potentially risk the continuation of the customer relationship. C3 understands that accidents happen. However, breakages will factor into an employee's Safety score and could result in disciplinary action up to and including termination.

Theft

C3 values all employees and their property and expects that employees in turn value the assets of C3 and our clients. Therefore, we will not tolerate employee theft or stealing of any kind. As such, we expect all incidents of theft to be reported immediately to your Team Leader or the CEO. C3 further retains the right to use video cameras and audio recording methods as well as software to identify and detect employee theft.

Employees caught breaking any state or federal law, including employee theft of private or company property, including that of C3 clients, will be terminated with no warning given. In addition, a police report may be filed, as well as a potential lawsuit against the employee with a request for restitution of funds or products, inventory or assets.

To prevent employees from false accusation, C3 will investigate all claims of theft or employee stealing and discipline any employee making a false accusation.

Hiring Relatives / Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this



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problem, C3 may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of the Company. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Company generally will attempt to identify other available positions, but if no alternate position is available, the Company retains the right to decide which employee will remain with the Company.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

Employee Referral Awards

C3 encourages all Employees to refer qualified job applicants for available job openings. Other than managers in the line of authority, all employees are eligible to receive employee referral awards. When making referrals, instruct the applicant to list the employee's name on their employment application as the referral source. If the referral is hired, completes 3 months of service, and maintains a score of 8.0 or higher and the employee is still an employee of the Company, the Employee is eligible to receive a monetary award. The reward is currently a gross amount of \$25 if C3 hires the applicant and \$25 additional when the referred employee completes 3 months of service with an 8.0 performance score.

Employee Dress and Personal Appearance

Employees are expected to report to work well groomed, clean, and dressed according to the requirements of their position. Employees are required to wear C3 T-shirt uniform and C3 name tag. Employees should contact their supervisor for specific information regarding acceptable attire for their position. If employees report to work dressed or groomed inappropriately, they may be prevented from working until they return to work well-groomed and wearing the proper attire.



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Publicity / Statements to the Media

All media inquiries regarding the position of the Company as to any issues must be referred to the President. Only the President is authorized to make or approve public statements on behalf of the Company. No employees, unless specifically designated by the President of C3, are authorized to make those statements on behalf of Company. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Company must first obtain approval from the President.

Business Expense Reimbursement

Employees will be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by the employee's Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the employee's Supervisor along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. Employees should contact their supervisor in advance if they have any questions about whether an expense will be reimbursed.

References

C3 will respond to reference requests through the Company President or Vice President. The Company will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the general company email: carfagnocleaning@gmail.com

If You Must Leave Us

Should any employees decide to leave the Company, we ask that they provide a Supervisor with at least two (2) weeks advance notice of departure. Thoughtfulness will be appreciated. All Company property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Employees also must return all of the Company's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay the Company (through payroll deduction, if lawful) for any lost or damaged Company property.



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As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

Exit Interviews

Employees who resign are requested to participate in an exit interview with the President or Vice-President, if possible.

A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about C3. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, C3, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about the Company or its employee policies and practices.



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General Handbook Acknowledgement

This Handbook is an important document intended to help employees become acquainted with Carfagno Commercial Cleaning. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Handbook.

I have received and read a copy of Carfagno Commercial Cleaning's Employee Handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of Carfagno Commercial Cleaning other than the CEO may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Company's Employee Handbook.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.



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Receipt of Non-Harassment Policy

It is Carfagno Commercial Cleaning's policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws (referred to as "protected characteristics"). Such conduct will not be tolerated by C3.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one harasses another individual in the workplace, including while on Company premises, while on Company business (whether or not on Company premises) or while representing the Company. In addition to being a violation of this policy, harassment or retaliation based on any protected characteristic as defined by applicable federal, state, or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual filed a complaint of sexual harassment or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of sexual harassment as defined by applicable federal, state, or local laws are unlawful.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or emails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state or local laws. Because it is difficult to define unlawful harassment, employees are expected to always behave in a manner consistent with the intended purpose of this policy.



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Sexual Harassment Defined

Sexual harassment can include all the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

- submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of conduct that violate this policy include:

1. unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal movement;
2. requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. obscene or vulgar gestures, posters or comments;
4. sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
5. propositions or suggestive or insulting comments of a sexual nature;
6. derogatory cartoons, posters and drawings;
7. sexually-explicit e-mails, text messages or voicemails;
8. uninvited touching of a sexual nature;
9. unwelcome sexually-related comments;
10. conversation about one's own or someone else's sex life;
11. conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
12. teasing or other conduct directed toward a person because of the person's gender.

Reporting Procedures

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to any member of management. If the employee is unable for any reason to contact this person, or if the employee has not received an initial response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact the CEO. If the person toward whom the complaint is directed is one of the



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individuals indicated above, the employee should contact any higher-level manager in the reporting hierarchy.

Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, the Company will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

I have read and I understand Carfagno Commercial Cleaning's Non-Harassment Policy.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.