



Empire Serv

Clean, Sanitized Solutions

Employee/Contractor Handbook

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Welcome to Empire Serv Inc.

On behalf of our entire family—associates, owners, vendors, customers, and management—it is my pleasure to welcome you to our team. As a veteran-owned business specializing in medical commercial cleaning, Empire Serv Inc. is not just a company; it's a community committed to excellence and integrity in every task we undertake.

At Empire Serv Inc., we firmly believe that each team member is vital to our growth and success. Your contributions are valued, and we strive to ensure that every associate is rewarded equitably. We take pride in every aspect of our service—from driving our vans and wearing our uniforms to the exceptional service we provide to our clients. You are now a part of this dynamic and respected team, and your role is crucial in helping us maintain the high standards our customers expect and deserve.

This Employee/Contractor Handbook is designed to outline the expectations we have for our team members and to provide a clear understanding of the policies and procedures that enable us to deliver the best service experience possible. We encourage you to familiarize yourself with the contents of this handbook within your first 30 days of employment. Your understanding and adherence to these guidelines will help you integrate smoothly into our operations and contribute effectively to our mutual goals.

Should you have any questions or need further clarification on any aspects of your role or the policies outlined in this handbook, do not hesitate to reach out to management. We are here to support you in your journey with Empire Serv Inc. and are committed to making your experience as productive and rewarding as possible.

Welcome aboard, and thank you for choosing to be a part of Empire Serv Inc. Together, we will continue to make a significant impact in the medical commercial cleaning industry, driven by our shared values and dedication to excellence.

About Us

Welcome to Empire Serv, your specialized partner for janitorial and cleaning services dedicated exclusively to medical facilities. Located in Asheboro, NC, Empire Serv embodies a commitment to excellence, quality, and unparalleled service within the healthcare cleaning industry.

Founded on the principles of hard work, integrity, and precision, Empire Serv stands as a beacon of reliability and specialized expertise in medical facility cleaning. With over 30 years of industry experience, we bring together best practices, innovative cleaning solutions, and a focused pursuit of customer satisfaction tailored specifically to the needs of medical environments. Our dedication to maintaining sterile, safe, and impeccably clean conditions is not just a goal; it's embedded in every aspect of our operations.

At Empire Serv, we understand the critical importance of a pristine and healthy environment in medical settings, where cleanliness is directly linked to patient care and safety. Our services are exclusively designed for medical facilities, ensuring that every client receives the highest standard of specialized cleaning required in such sensitive areas.

Our team is our greatest asset, comprising industry veterans and trained professionals who share a commitment to excellence. Each member of our staff is equipped with the knowledge, skills, and certifications necessary to deliver top-tier cleaning services. With certifications in Infectious Disease and Infection Control, Exhaust Hood Inspection and Cleaning, and Custodial Technician Training, our team is prepared to meet the unique challenges of medical facility cleaning.

Empire Serv was founded by a North Carolina native with a rich background in leadership and a strong commitment to service, drawing from decades of experience and a distinguished career. Our foundation is rooted in striving for excellence, valuing teamwork, and continuously enhancing our services to meet and exceed the expectations of the healthcare sector.

Our mission is to set new standards in medical facility cleaning, providing our clients with a seamless, stress-free experience that ensures their environments are not just clean but also conducive to health, safety, and wellness.

S.E.R.V Core Values at Empire Serv

At Empire Serv, our core values are encapsulated in the acronym S.E.R.V., which stands for Solution, Efficient, Reliable, and Valuable. These principles guide our actions and form the

bedrock of our operations, ensuring that we provide the highest standard of cleaning services to the medical facilities we serve.

S - Solution-Oriented: We are committed to solving problems. Our team approaches every challenge with a solution-oriented mindset, ensuring that we can overcome obstacles and deliver effective results. Whether it's adapting to new cleaning protocols or addressing specific client needs, our focus is always on providing practical and effective solutions.

E - Efficiency: We value efficiency in all our processes. By leveraging advanced techniques and technologies, we streamline our cleaning processes to ensure that every task is performed with the utmost efficiency. This not only helps us maintain high standards but also ensures that our services are delivered in a timely manner, minimizing disruption to our clients' operations.

R - Reliability: Dependability is at the core of what we do. Our clients rely on us to maintain their environments in pristine condition, and we take this responsibility seriously. We ensure consistent quality through rigorous training, strict adherence to industry standards, and a commitment to meeting our clients' specific needs on every occasion.

V - Valuable: Our services are designed to provide significant value to our clients. We understand the critical nature of cleanliness in medical facilities and strive to deliver services that not only meet but exceed expectations. By ensuring a clean, safe, and healthy environment, we add value to our clients' operations, contributing to better patient outcomes and smoother facility operations.

These S.E.R.V values are more than just words; they are commitments we make to each other, our clients, and the communities we serve. They inspire our daily efforts and are integral to achieving our mission of redefining medical facility cleaning standards.

Understanding Your Role: Contractor vs. Employee at Empire Serv

At Empire Serv, we engage both 1099 contractors and W-2 employees, each playing a vital role in our operations. Understanding the distinction between these two classifications is crucial for aligning expectations and clarifying your responsibilities and benefits. Here's a breakdown of the key differences:

1. Contractor (1099)

- **Employment Status:** As a contractor, you are considered self-employed and are not an employee of Empire Serv. You are hired to perform specific tasks or services under a contract.
- **Tax Responsibilities:** Contractors are responsible for managing their own taxes. Empire Serv does not withhold taxes from payments made to contractors; thus, you are responsible for paying your own income tax and self-employment tax.
- **Flexibility:** Generally, contractors have more control over their work schedule and method of work compared to employees. You may have the ability to set your own hours and decide the best way to complete your tasks, within the terms agreed upon in the contract.

2. Employee (W-2)

- **Employment Status:** Employees are hired to perform tasks or services as dictated by Empire Serv, and their role is integral to the business. Employees have a more permanent relationship with the company.
- **Tax Responsibilities:** Empire Serv withholds income tax, Social Security, and Medicare from employees' paychecks. Additionally, employees are eligible for unemployment and disability insurance.
- **Work Schedule and Conditions:** Employees typically have set work hours and conditions as determined by Empire Serv. They are expected to follow company policies and procedures.

It is important for both contractors and employees to understand these differences and their implications on their professional and personal responsibilities. If you have any questions or need further clarification on your role and status, please consult with management.

Compensation

At Empire Serv, compensation is structured to reflect the level of expertise and responsibilities associated with each role. Here we outline the compensation details for different levels of Commercial Cleaning Technicians:

Level 1: Entry-Level Commercial Cleaning Technician

- **Objective:** Perform basic cleaning services in commercial settings under supervision.
- **Compensation:** As an entry-level technician, your compensation will be determined based on industry standards for beginning positions. You will be provided with specific details regarding your pay rate before you are officially assigned to an account.

Level 2: Experienced Commercial Cleaning Technician

- **Objective:** Conduct a broader range of cleaning tasks and operate specialized cleaning equipment with minimal supervision.
- **Compensation:** With more responsibilities and required experience, the compensation for Level 2 technicians is higher than that of entry-level positions. Your exact compensation will be communicated to you alongside the offer for a specific account, reflecting your experience and the complexity of tasks you will handle.

Level 3: Specialist Commercial Cleaning Technician

- **Objective:** Specialize in advanced commercial cleaning tasks, including floor maintenance and specialty services.
- **Compensation:** As a specialist, your compensation is the highest among the technician levels, acknowledging your advanced skills, experience, and the critical nature of the tasks you perform. Specific details regarding your compensation package will be provided when you are considered for advanced roles or specialty cleaning projects.

Payment Schedule:

- **Frequency:** Empire Serv Inc issues payments on a semi-monthly basis.
- **Dates:** Payments are processed on the 15th and the last day of each month. If these dates fall on a weekend, payment will be made on the preceding Friday.

- **Method:** All payments are made through direct deposit. To facilitate this, please complete the direct deposit form included in your new hire packet.

Contact for Questions: Should you have any questions about your compensation, direct deposit setup, or any other payroll-related inquiries, please do not hesitate to contact:

- Chris Cassady at 336-328-5407
- Misty Cassady at 336-662-2436

We are here to ensure that your onboarding process is smooth and that all your concerns regarding compensation are addressed promptly. Welcome to Empire Serv, and we look forward to your contributions to our team.

Smoking Policy

At Empire Serv, we are committed to maintaining a safe and healthy environment for all employees and clients. Smoking any substance, including but not limited to cigarettes, pipes, e-cigarettes, and vaping products, is strictly prohibited during work hours. This policy applies on all company property, inside company vehicles, and on customer property. Adherence to this policy is mandatory for all associates, and violations will result in disciplinary action.

Equipment Use Policy

To ensure the safety and integrity of our operations, the use of company equipment, tools, and vehicles is strictly limited to business purposes during assigned work hours.

Associates are prohibited from using any company property for personal use or after work hours. Exceptions can only be made with written consent from the owner. This policy is in place to protect our assets and ensure they are available and in good condition for their intended business uses. Violation of this policy will be subject to disciplinary measures.

Attendance Policy

In the service industry, punctuality and reliability are paramount. Our clients rely on us to be on time as they often schedule their activities around our services. Therefore, consistent attendance and being on time for scheduled work are critical.

- **Reporting Absences:** If you are unable to attend work due to illness, you must notify your direct supervisor at least 24 hours in advance of your scheduled start time. For all other absences, appropriate notice should be given as soon as possible.
- **Late Arrivals:** If you anticipate being late, you must inform your direct supervisor immediately. This allows us to manage our schedules and maintain trust with our clients.
- **Consequences of Missing Work:** Missing a scheduled cleaning without prior approval or a valid excuse (such as a doctor's note) is considered an unexcused absence and may lead to termination of employment. Unexcused absences disrupt our operations and affect our service quality.

Empire Serv values the dedication and commitment of our team. Adhering to these policies helps us maintain a professional environment and meet the high standards our clients expect from us. If you have any questions or need clarification on any of these policies, please contact your supervisor or HR representative.

Return of Empire Serv Property

Upon termination of employment, all company property must be immediately returned to the direct supervisor for final inspection. This includes, but is not limited to, uniforms, phones, tools, vehicles, equipment, training materials, and any advertising or marketing materials. The prompt return of these items is essential to ensure a smooth transition and prevent any unnecessary delays or complications.

Behavior in the Workplace

While on an account, it is imperative that employees respect the privacy and personal space of the client. Personal items are strictly off-limits. Employees should focus solely on providing the cleaning services outlined in their job description and exit the premises quietly upon completion. Most importantly, remember that you are likely being recorded at all times while on the premises. It is crucial to always conduct yourself in a manner that upholds the values of Empire Serv and your personal integrity. Any behavior that jeopardizes these values or your integrity will be addressed accordingly.

Key Deposit Policy

At Empire Serv, the security and integrity of our client accounts are of utmost importance. To ensure this, a key deposit is required for all accounts that necessitate access via keys. This policy is designed to protect both our clients' property and our company assets.

Policy Details:

1. **Deposit Requirement:** A key deposit of \$25.00 is mandatory for every employee issued keys to any client account. This deposit is to ensure the safekeeping and return of keys.
2. **Deduction from Paycheck:** The key deposit will be automatically deducted from the employee's next scheduled paycheck following the issuance of the keys. This deduction is a one-time fee that covers the duration of the employee's assignment to that particular account.
3. **Refund of Deposit:** Upon the termination of the employee's assignment to the account, or upon employment termination, the keys must be returned to the direct supervisor in good working condition. Upon successful return of the keys, the deposit of \$25.00 will be refunded in full to the employee in their next paycheck.
4. **Loss or Damage:** If keys are lost, damaged, or not returned, the deposit will be forfeited. Additionally, the employee may be responsible for any costs associated with replacing or repairing the keys, which may exceed the original deposit amount.
5. **Authorization for Deduction:** By accepting the keys, the employee acknowledges and agrees to the automatic payroll deduction to cover the key deposit and accepts the terms of this policy as part of their responsibilities.

Implementation:

This key deposit policy applies to all employees who are assigned keys to any account managed by Empire Serv. Compliance with this policy is mandatory, and failure to adhere to these terms may result in disciplinary action, up to and including termination of employment.

Acknowledgment of Policy:

Employees are required to sign a Key Deposit Agreement Form, which outlines these terms and conditions, to acknowledge their understanding and agreement to comply with this policy. This form serves as both an agreement and a reminder of the importance of key security and the responsibilities entrusted to our employees.

By implementing this key deposit policy, Empire Serv ensures that all parties understand and agree to the measures necessary to maintain the security and professionalism expected in our operations.

Facility Cleaning Checklist Policy

At Empire Serv, maintaining the highest standards of cleanliness and efficiency in our cleaning services is paramount. To ensure consistency and quality across all client facilities, we require all employees to complete a standardized cleaning checklist during each cleaning session. This checklist serves as a critical tool for maintaining our commitment to excellence and ensuring client satisfaction.

Policy Overview:

1. **Checklist Completion:** Each time you clean a facility, you are required to complete the designated cleaning checklist. This checklist will detail specific tasks that must be addressed during your cleaning session. It is your responsibility to ensure that each item on the checklist is completed thoroughly.
2. **Purpose of the Checklist:** The checklist is designed to standardize cleaning processes across all accounts, prevent oversight, and ensure that all critical areas are addressed. It also serves as a record of the work completed and can be used to address any client concerns that may arise post-service.
3. **Procedure:**
 - **Before Cleaning:** Review the checklist to familiarize yourself with the specific tasks required for that session.
 - **During Cleaning:** As you complete each task, check off the item on the list. This will help you track your progress and ensure that no task is overlooked.
 - **After Cleaning:** Review the checklist to ensure that all tasks have been completed. If you are working as part of a team, confer with your team members to ensure all areas have been covered effectively.
 - **Sign Off:** Once all tasks are completed, sign and date the checklist. This serves as your confirmation that all listed tasks have been addressed.
4. **Accountability:** Compliance with the checklist procedure is mandatory. Failure to complete the checklist as required will result in a review of your work performance and may lead to disciplinary action. Regular audits of completed checklists will be conducted to ensure compliance and address any discrepancies in cleaning standards.

5. **Training:** All new employees will receive training on how to effectively use the cleaning checklist. Ongoing training will be provided as needed to ensure all staff are familiar with any updates to the checklist or changes in cleaning protocols.

Importance of Compliance:

Adhering to the Facility Cleaning Checklist Policy is essential not only for maintaining the quality of service that our clients expect but also for ensuring the safety and efficiency of our cleaning operations. This policy is a cornerstone of our operational procedures and reflects our commitment to excellence in the cleaning services we provide.

By following this policy, you help uphold the reputation of Empire Serv as a leader in the cleaning industry and contribute to the continued satisfaction of our clients.

Customer Relations

At Empire Serv Inc., we recognize that customer relations are the cornerstone of our success in the service industry. Each associate representing our company is a direct ambassador to our clients and the public at large. It is imperative that all interactions reflect our high standards of professionalism and courtesy.

Key Aspects of Customer Relations:

1. **Professionalism:** Always present a professional image in both appearance and behavior. Remember that you represent not only yourself but also the collective image of Empire Serv Inc.
2. **Courtesy and Politeness:** Approach each interaction with friendliness and respect. Politeness is essential, as it leaves a lasting impression and fosters a positive relationship with our clients.
3. **Timeliness:** Being punctual is critical. Our clients rely on us to adhere to scheduled times, and being on time demonstrates respect for their needs and schedules.
4. **Helpfulness:** Go the extra mile to assist customers and potential customers with any business need they may have. Whether it involves answering questions, resolving issues, or providing services, always strive to be helpful and proactive.
5. **Positive Attitude:** Maintain a positive and accommodating attitude during all interactions. A positive demeanor can greatly enhance customer satisfaction and contribute to a favorable company image.

Employment and Contracting

Contracting with Empire Serv Inc. is entirely voluntary. Both the contractor and Empire Serv Inc. have the right to terminate the contract at any time. While resignation from the contractor is preferred to be with reasonable notice for smooth transitions, it is understood that changes may occur. Similarly, Empire Serv Inc. may terminate a contract in accordance with North Carolina labor laws.

Policy Amendments:

- **Flexibility of Policies:** The policies at Empire Serv Inc. are subject to change. These changes can be amendments, alterations, or cancellations and are at the discretion of the human resources manager.
- **Communication of Changes:** It is our commitment to keep our associates well-informed. All associates will receive notifications and copies of any policy changes or additions in a timely manner, ensuring everyone is up to date on how these changes may affect their roles and responsibilities.

Commitment to Excellence:

At Empire Serv Inc., our commitment to excellence in customer service and employee relations is fundamental. We strive to maintain an environment that not only meets but exceeds the expectations of our clients and our team. Through adherence to these policies, we uphold the integrity and values of Empire Serv Inc., ensuring continued success and mutual satisfaction.

Business Conflicts and Additional Employment

Business Conflicts Policy

At Empire Serv Inc., we are committed to maintaining the highest standards of ethics and integrity in all our business dealings. To preserve trust and transparency within our operations, it is essential that all employees and contractors avoid conflicts of interest that could interfere with their job performance or the interests of the company.

Guidelines to Avoid Conflicts of Interest:

1. **Disclosure of Conflicts:** Employees and contractors must disclose any situation that may be perceived as a conflict of interest with Empire Serv Inc. This includes, but is not limited to, relationships with competing businesses, involvement in

outside enterprises that detract from job performance, or any personal or financial interests that could conflict with the responsibilities to the company.

2. **Approval Required:** Before engaging in any business activity that could lead to a potential conflict of interest, employees must seek and obtain written approval from their direct supervisor or the human resources department.
3. **Prohibition of Unapproved Activities:** Engaging in any business activities that compete with or undermine the interests of Empire Serv Inc. without explicit approval is strictly prohibited and may result in disciplinary action, up to and including termination of employment or contract.

Additional Employment Policy

Empire Serv Inc. recognizes that some employees may wish to engage in additional employment outside of their commitments to the company. While we support our team members' pursuits of additional personal and professional goals, it is important that these activities do not interfere with their responsibilities and commitments to Empire Serv Inc.

Guidelines for Additional Employment:

1. **Notification:** Employees must notify their supervisor or the human resources department in writing of any additional employment, including the nature of the work and the hours committed to it.
2. **No Competing Employment:** Employees are prohibited from working with any other company that provides services similar to or competing with those of Empire Serv Inc. This is to prevent any conflict of interest and ensure loyalty to the primary employment.
3. **Impact on Job Performance:** Additional employment should not affect job performance at Empire Serv Inc. Employees are expected to continue to meet all job requirements, including availability, quality of work, and adherence to company policies.
4. **Use of Company Resources:** Employees must not use any resources, materials, or intellectual property of Empire Serv Inc. in their additional employment endeavors.

Compliance with Policies:

Compliance with the Business Conflicts and Additional Employment policies is mandatory for all employees and contractors. Adherence to these guidelines ensures a fair and ethical work environment and protects both the interests of the company and the personal and

professional integrity of our employees. Failure to adhere to these policies may result in corrective measures or termination of employment or contract.

These policies are designed to support our commitment to maintaining an ethical, transparent, and productive workplace. We encourage all employees and contractors to review these policies regularly and to approach their supervisor or human resources with any questions or concerns they may have.

Non-Compete and Non-Disclosure Agreement

At Empire Serv Inc., we value and strive to protect our proprietary information, business practices, and client relationships. As part of your association with Empire Serv Inc., you will be required to agree to and adhere to the terms of our Non-Compete and Non-Disclosure Agreement. This section outlines the key components of these agreements to ensure all employees and contractors understand their obligations.

Non-Compete Agreement (NCA)

1. **Purpose:** The purpose of the Non-Compete Agreement is to prevent the possibility of future competition should you no longer be employed with Empire Serv Inc. It is designed to protect the company's proprietary information, customer relationships, and investment in its employees and contractors.
2. **Scope and Duration:** Under the Non-Compete Agreement, employees and contractors agree not to engage in or start a similar business that is in direct competition with Empire Serv Inc. within a specified geographic area for a defined period following the termination of employment or contract. The typical duration and scope will be clearly outlined in the agreement provided upon hiring.
3. **Restrictions:** The agreement restricts former employees and contractors from using knowledge, skills, and connections acquired during their tenure at Empire Serv Inc. to compete against the company or work for a direct competitor.

Non-Disclosure Agreement (NDA)

1. **Purpose:** The Non-Disclosure Agreement is intended to protect confidential and proprietary information of the company. This includes, but is not limited to, customer lists, trade secrets, business strategies, and other sensitive information that you may be exposed to during your employment or contractual relationship with Empire Serv Inc.
2. **Confidentiality Obligations:** Employees and contractors are required to keep all proprietary information confidential during and after their association with Empire

Serv Inc. You must not disclose any confidential information to third parties without prior written consent from the company.

3. **Handling of Information:** Proper handling and protection of confidential information are mandatory. This includes securing documents, limiting access to authorized individuals, and properly disposing of materials that contain confidential information.

Legal and Disciplinary Actions

Violation of the terms of the Non-Compete or Non-Disclosure Agreements can lead to legal action against the employee or contractor, including but not limited to claims for damages and injunctive relief. Additionally, such violations may result in immediate termination of employment or contractual relations and further legal consequences.

Acknowledgment and Agreement

All employees and contractors are required to read, understand, and sign the Non-Compete and Non-Disclosure Agreements before commencing their duties at Empire Serv Inc. Signing these agreements signifies an understanding of, and agreement to, the terms and conditions set forth to protect the integrity and competitive position of Empire Serv Inc.

Empire Serv Inc. is committed to maintaining a fair and competitive business environment and expects all team members to adhere strictly to these agreements. If you have any questions or need further clarification regarding the Non-Compete or Non-Disclosure Agreements, please contact the Human Resources Department.

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