

Birds Beware Company Manual

I. Job Descriptions

Operations Manager

Job Description:

- Keep Track of General Metrics and Numbers. Make sure company is healthy and on pace.
- Take care of discipline issues: uniform, grooming, dirty truck, insubordination, attitude, paperwork violations, late for work, callbacks, improper equipment, and safety.
- Track Weekly Revenue: Per service, per crew, total revenue.
- Track unexpected expenses, approve all orders, \$500 or less.
- Constantly track year to date revenue as well as pace projection.
- Track upsells
- Make sure customer service is on point, site visits, customer calls, thank you's.
- Run Weekly meetings with crews, daily meetings with sales and office.
- Always let Josh know of any concerns.
- Track expenses with goal percentages, actual percentages and the difference.

Typical Schedule

- Crew Meeting: weekly with crew leaders, once per month with everyone.
- Sales Meeting: daily meeting.
- Office Meeting
- Verify Office work
- Site Visit
- Supervise Car Detailing
- Review Marketing Plan
- Weekly Financial Audit/ Deposit Audit

Site Visit Entails

1.Crew Inspection Report

- Inspect Truck Appearance: Are there supplies everywhere? Are doors left open?

- Inspect Crew Appearance: Uniform, Grooming, etc.
- Three Touches at Last Job: What happened? Upsell? Referral?
- Identify Opportunities

2.Homeowner Visit

- Have Crew leader Introduce
- Use pre determined script
- Ask Homeowners if there are questions or concerns.
- Leave Card

Love on and Encourage Crews

- Encourage verbally
- Use the criticism sandwich.
- Small reward, \$5.

Sales Manager

Job Description

- Balance Commercial and Residential Customers and Prospects according to season.
- Need a minimum of 9 residential preset appointments per week.
- Use Blue Bird and Street Bidder cards.
- Submit 50 Commercial Bids over \$3K per job for the year.
- Submit 100 Commercial Bids over \$99 per month or the year.
- Make sure \$12.5K is on the schedule per week.

Typical Day:

Morning meeting at 8am.

Spring: 70% Residential, 30% Commercial

R= Residential

C= Commercial

P= Paperwork

Time of Day	M	T	W	Th	F	Sat	Sun
Morning	R	C	R	C	R	R*	
Afternoon	R	C	R	R	R		

Time of Day	M	T	W	Th	F	Sat	Sun
Evening	P	P	P	P	P		

* If next weeks schedule has less than \$12.5K, need to work 9 to 12.

Summer: 85% Residential, 15% Commercial

Time of Day	M	T	W	Th	F	Sat	Sun
Morning	R	R	R	R	R	R*	
Afternoon	R	R	C	C	R		
Evening	P	P	P	P	P		

*Saturday used for overflow estimates or if schedule is less than \$12.5K.

Fall: 70% Residential, 30% Commercial

Time of Day	M	T	W	Th	F	Sat	Sun
Morning	R	C	R	C	R	R*	
Afternoon	R	C	R	R	R		
Evening	P	P	P	P	P		

* If next weeks schedule is not at \$12.5K, need to work 9 to 12.

Winter: 100% Commercial

Time of Day	M	T	W	Th	F	Sat	Sun
Morning	C	C	C	C	C		

Time of Day	M	T	W	Th	F	Sat	Sun
Afternoon	C	C	C	C	C		
Evening	P	P	P	P	P		

Commercial Bid Goals

50 Bids over \$3K per job

Season	Spring	Summer	Fall	Winter
Bids	8	5	8	30

100 Bids over \$99 per month

Season	Spring	Summer	Fall	Winter
Bids	17	10	17	55

Sales Work Log

Residential Includes

- Name
- Email
- In Person/ Drop Off
- Pricing
- Photo of House
- Any Notes
- Additional Opportunities
- Duration of Time at Estimate

Residential Phone Calls Made

Commercial Includes

- Total Calls Made
- How Many Bids Submitted
- New Calls To Get Permission

Scheduling

- How much scheduled that day
- How much is on next week
- How much is on 2 Weeks from now

Hot Leads

- Includes Name
- Approximate Amount

Office Manager

Job Description

- Typical day is 8am to 5pm with an hour for lunch.
- From 8am to 9am, the phone will be off. During this time start by checking email and any missed calls or messages that need to be handled at 9am.
- Process Crew Work Logs: Do one work log at a time, process payment (mark paid or create invoice), make sure work log numbers match CRM numbers. Add email addresses and any notes. Close out the invoice with a Thank You Card.
- Do this for each job.
- Finish Work Log by verifying revenue for the day and hours for the helper.
- Enter Pace Report
- Sales Records
- Deposit Records
- Verify Numbers
- Fill Out Deposit Slip
- Verify Crews Location on 1st job, on time.
- Order Supplies if needed. (Approved by Ops Manager)
- Wash and Dry Towels
- Check Bill Pay Calendar, pay bills when scheduled. (approval needed)
- Errands: Bank everyday, post office if needed, leave 10 mins early when you go to lunch.
- Lunch 12 to 1
- Pay Roll: Prepare Tuesday, get approval, submit by Wednesday.
- Enter Expenses from previous day.
- Make Customer Service Calls.
- General Office Maintenance: If there is time, sweep floor, empty little garbages, take out trash, stock fridge, vacuum.
- Vox Positive Customer Feedback
- Buy Gifts and account for them in payroll.

Crews

Job Description

- Come in Grab Keys and Start Of Day Paperwork
- Vehicle Inspection: Miles, Fuel Level, Tire Pressure, Mechanical Shape
- Daily Prep: What Equipment needed for day, Assistant on Time, Dirty towels in, clean towels out.
- Drop Paperwork Off when you exchange your towels.
- Always be on time for first job.
- Handle your day, 3 touches at every job.
- Ask to do yard signs and get referrals.
- Get Gas at the end of every day.
- Wash truck 2X per week.
- Submit Work Log every night by email. Must be filled out perfectly.
- Submit money into the dropbox with crew name and date.

Expectations/Responsibilities

- Be on time everyday
- Make sure customers LOVE you and us.
- Drastically exceed the customers expectations.
- Fill out all paperwork in full everyday.
- Manage assistants hours, keep them under 40.
- Keep truck clean and maintained.
- Maintain pressure cleaner pump oil and engine oil.
- Always wear proper uniform.
- Have an extra shirt everyday.
- Maintain proper grooming and appearance.
- Identify opportunities at every property, document them, and upsell them.
- Maintain company profitability.
- Do Three Touches every time.
- Walkaround is required whether customer goes with you or not.
- Be available by Voxer at all times during the work day.
- Turn in Work Log and Money everyday.
- No invoicing residential jobs.

II. Sales Training

- Always be assumptive during sales
- In your acknowledgement, make the customer feel smart and normal.
- Acknowledge, Respond and Pivot
- In your response, make them feel dumb and alone.
- In your pivot, question, close and force a choice.

Crews

Acknowledgements

- That makes a lot of sense
- We have certainly heard that before
- A lot of people feel the same way at first
- I can understand where you're coming from

Responses

- U.V.P.
- Re list why they should do it: easier, damage, cost less.
- Create a sense of urgency.
- Create scarcity.
- Chat with them and laugh it up.

Pivots

Upselling Right Away

- Since it's going to cost more later, it's probably best if we do it now. Typically we do it at the end of a job, but we could do it right now. Do you have a preference?
- Do you have any questions, or should we just get started?

Things That Will Be Scheduled Later

- It's probably best if we schedule it right now, should I call the office and set it up or have the office call you?
- Do you want to pay for that now so it's all set, or should we create a separate invoice?
- When they come out to clean, do you like mornings or afternoons?
- When they come out to clean, do you have a particular day that works best?

Force Choice Closes

- Morning or afternoon?
- Check or Credit Card?
- Now or New Appointment?

Office

- Sales at the end of every appointment
- Have to try and upsell screens and tracks if not scheduled.
- It's like not cleaning your tires at a car wash. Use this analogy.
- Make aware of all services.
- 10% off for group scheduling.
- Family business, feel sorry, refer us.
- Upsell doesn't happen until the end of the call.

- Customer gets 24 hours to get a discount for additional services added.

Disclaimer

This handbook has been provided to you to serve as a guideline reference source for your employment and employment questions. This handbook in no way is intended to change the at-will nature of your employment with Birds Beware Window Cleaning. Employment-At-Will means that you or the company can end the employee-employer relationship at any time and for any reason, not contrary to the law. This handbook represents a collection of the policies and procedures that are in place at the time of printing of this handbook. Birds Beware Window Cleaning reserves the right to amend the materials contained within at any time. Please take the time to read this handbook thoroughly, as it serves as a stepping stone for making the most of your employment at Birds Beware Window Cleaning.

Please remember our open door policy and feel free to ask any questions you may have, or seek clarification of anything in this handbook, we are always here to help you.

The Credo

Birds Beware Window Cleaning is a company where the genuine care and comfort of our customers is our highest mission. We pledge to provide the finest personal service for our customers. The Birds Beware Window Cleaning experience enlivens the senses, instills well-being, and fulfills even the unexpressed wishes and needs of our customers.

Motto

At Birds Beware Window Cleaning "We are Ladies and Gentlemen serving Ladies and Gentlemen." This motto exemplifies the anticipatory service provided by all staff members.

Service Values: I Am Proud To Be Birds Beware Window Cleaning

- 1 . I build strong relationships and create Birds Beware Window Cleaning customers for life.
2. I am always responsive to the expressed and unexpressed wishes and needs of our

customers

3. I am empowered to create unique, memorable and personal experiences for our customers

4. I continuously seek opportunities to innovate and improve The Birds Beware Window Cleaning experience.

5. I own and immediately resolve customer's problems.

6. I create a work environment of teamwork and lateral service so that the needs of our customer's and each other are met.

7. I have the opportunity to continuously learn and grow.

8. I am involved in the planning of the work that affects me.

9. I am proud of my professional appearance, language and behavior.

10. I protect the privacy and security of our customers, my fellow employees and the company's confidential information and assets.

11. I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.

Employee's Promise

At Birds Beware Window Cleaning our Ladies and Gentlemen are the most important resource in our service commitment to our customers. By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual and the company. Birds Beware Window Cleaning fosters a work environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and the Birds Beware Window Cleaning experience is strengthened.

People To Know

Owner

Joshua Latimer

810.269.2055

Owner

Chris Phillips

810.208.2001

Operations Manager

Daniel Taneyhill

810.348.7570

Sales Manager

Mike Rittenger

810.629.2000

Products and Services

The following products and services are offered to the valued customers of Birds Beware Window Cleaning.

RESIDENTIAL Customers

Window Cleaning
 Pressure Cleaning
 Gutter Cleaning
 Gutter Whitening
 Rain Flow Installation
 Roof Cleaning

COMMERCIAL Customers

Window Cleaning
 Pressure Cleaning
 Gutter Cleaning
 Gutter Whitening
 Rain Flow Installation
 Roof Cleaning

Company Policies

- No smoking in the vans, at the jobs, or in between jobs.
- Wear company uniforms at all times, have extra shirt everyday.
- No visible tattoos.
- Beards always dialed in or clean shaven.
- No swearing or cussing.
- Everyone is a salesperson, identify and talk about opportunities.
- Maintain an environment of positivity.
- Bring in dirty towels everyday.
- Do work logs everyday.
- All orders go through Voxer on the equipment channel only.
- Three Touches are mandatory.
- Ask for referral at every job.
- Call Back will be handled by office.
- Paperwork must be filled out and submitted everyday.
- Everyone with a company vehicle is responsible for scheduling an oil change every 3,000 miles: Done by Muffler & Go 810.629.1066
- Oil change done on Friday night or a Saturday you are not working.
- Streetbidders and Bluebirds require a detailed estimate.
- All Salaried employees must work a minimum of 40 hours per week, regardless of weather.

Discipline Policies

Late for work, bad attitude or break or damage property: 1. Write up, 2. Write up, 3. Week Off, 4. Fired

Lunch Policy

- Maximum of One Hour if time allows.
- Lunches are unpaid, so they do not count toward your hours.
- Any down time greater than one hour per day is spent marketing the business.

Rain Day Policy

- If there is threat of rain, Vox the office and they will call and talk to the customer.
- No crew can reschedule or cancel an appointment.
- No crew discusses weather with customer unless given permission.

Time Off Request

All time off requests must be submitted at www.birdsbeware.com. Go to the Staff tab, and then click the Time Off Request link. Fill out the entire form and it will be reviewed. Unless there is an emergency, you must give at least one weeks notice for a time off request.

Weekend Policy

You will be required to work only one Saturday per month. If during our busy season we need another Saturday to be worked, it will be on a volunteer basis. We will do our best to hold to this, but sometimes situations arise where we may need you!

Employment-at-will

Employment-at-will enables the employee and/or the employer to terminate the employment relationship at anytime, for any reason, with or without notice. Birds Beware Window Cleaning adopts this legal doctrine of Employment-at-will.

Drug-Free Workplace Policy

Birds Beware Window Cleaning is committed to providing a safe work environment and to fostering the well-being and health of its employees. That commitment is jeopardized when any Birds Beware Window Cleaning employee illegally uses drugs or alcohol on the job, comes to work with these substances present in his/her body, or possesses,

distributes, or sells drugs in the workplace. Therefore, Birds Beware Window Cleaning has established the following policy:

It is a violation of company policy for any employee to possess, sell, trade, or offer for sale illegal drugs or otherwise engage in the illegal use of drugs, intoxicants, or alcohol on the job. It is a violation of the company policy for anyone to report to work under the influence of illegal drugs or alcohol. It is a violation of the company policy for anyone to use prescription drugs illegally. However, nothing in this policy precludes the appropriate use of legally prescribed medications. Violation of these policies is subject to disciplinary actions up to and including termination of employment.

It is the responsibility of the supervisors or fellow employees to inform the management team of Birds Beware Window Cleaning whenever they see changes in performance or behavior that suggests an employee may be under the influence of illegal drugs or alcohol.

The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that illegal drug use and alcohol abuse are incompatible with employment at Birds Beware Window Cleaning.

Drug Testing Policy

New Hires will be drug tested. If tested Positive they will be terminated with an option to reapply in 30 days. Current employees will have drug testing done if deemed by management to have a reasonable cause. The symptoms described below for the drugs tested for will be the basis of manager's decision whether a drug test is warranted. If a current Employee Refuses to take a drug test that decision will be treated as though the employee would have tested positive.

If an employee tests positive that employee will be terminated. The employee can then return to work only after 30 days have passed and they can prove a negative test result at their own expense and at a facility designated by Birds Beware Window Cleaning.

Side Effects and Symptoms of Drug Use

Cocaine

At John Hopkins cocaine users scored significantly lower on tests of decision making, long-range planning, memory, visual perception skills, and manual dexterity. Other studies have indicated that cocaine damages the prefrontal cortex. The prefrontal cortex controls your ability to inhibit bad behavior, and is involved in goal-planning and executive skills.

Long Term Effects of Cocaine use:

- Dependence and depression
- Feelings of restlessness, irritability, mood swings, paranoia, sleeplessness, and weight loss.
- Emotional problems and isolation from family and friends

- Psychosis, paranoia, depression, anxiety disorders, and delusions
- Damage and holes on the inside of the nose and inflamed nasal passages
- Increased risk of hepatitis and HIV
- Severe respiratory infections
- Heart attacks, chest pain, respiratory failure, strokes, and abdominal pain and nausea

Methamphetamine

Methamphetamine is addictive, and users can develop a tolerance quickly, needing larger amounts to get high. In some cases, users forgo food and sleep and take more meth every few hours for days; "Binging" until they run out of the drug or become too disorganized to continue.

Chronic use can cause paranoia, hallucination, repetitive behavior (such as compulsively cleaning, grooming, or disassembling and assembling objects), and delusions of parasites or insects crawling under the skin. Users can obsessively scratch their skin to get rid of these imagined insects. Long-term use, high dosages, or both can bring on full-blown toxic psychosis (often exhibited as violent, aggressive behavior). This violent, aggressive behavior is usually coupled with extreme paranoia. Meth can also cause strokes and death.

Opiates

Opiate abuse is associated with serious health conditions, including fatal overdose, spontaneous abortion, collapsed veins, and, particularly in users who inject the drug, infectious diseases, including HIV/ AIDS and hepatitis. The short-term effects of Opiate abuse appear soon after a single dose and disappear in a few hours. After an injection of heroin, the user reports feeling a surge of euphoria ("rush") accompanied by a warm flushing of the skin, a dry mouth, and heavy extremities. Following this initial euphoria, the user goes "on the nod," an alternately wakeful and drowsy state. Mental functioning becomes clouded due to the depression of the central nervous system. Long-term effects of heroin appear after repeated use for some period of time.

Chronic users may develop collapsed veins, infection of the heart lining and valves, abscesses, cellulitis, and liver disease. Pulmonary complications, including various types of pneumonia, may result from the poor health condition of the abuser, as well as from heroin's depressing effects on respiration. In addition to the effects of the drug itself, street heroin may have additives that do not readily dissolve and result in clogging the blood vessels that lead to the lungs, liver, kidneys, or brain. This can cause infection or even death of small patches of cells in vital organs.

With regular opiate use, tolerance develops. This means the abuser must use more heroin to achieve the same intensity of effect. As higher doses are used over time, physical dependence and addiction develop. With physical dependence, the body has

adapted to the presence of the drug and withdrawal symptoms may occur if use is reduced or stopped. Withdrawal, which in regular abusers may occur as early as a few hours after the last administration, produces drug craving, restlessness, muscle and bone pain, insomnia, diarrhea and vomiting, cold flashes with goose bumps ("cold turkey"), kicking movements ("kicking the habit"), and other symptoms.

Major withdrawal symptoms peak between 48 and 72 hours after the last dose and subside after about a week. Sudden withdrawal by heavily dependent users who are in poor health is occasionally fatal, although heroin withdrawal is considered less dangerous than alcohol or barbiturate withdrawal.

Benzodiazepines

Activity of central nervous system slowed down. Small dose relieves tension; large dose produces staggering, blurred vision, impaired thinking, slurred speech, impaired perception of time and space, slowed reflexes and breathing, reduced sensitivity to pain. Overdoses cause unconsciousness, coma and death.

Health Hazards

Anaemia, impairment of liver function, chronic intoxication (headache, impaired vision, slurred speech) and depression.

Very significant levels of physiological dependence marked by both tolerance and withdrawal, can develop to the sedatives, hypnotics and anxiolytics. The timing and severity of the withdrawal syndrome will differ depending on the specific substance and its pharmacokinetics and pharmacodynamics.

Methadone

Symptoms Side Effects Methadone Use

The most common side effects of methadone include:

- constipation
- dizziness
- drowsiness
- itching
- nausea
- urine retention
- vomiting

Less common side effects of methadone include:

- abnormally fast or slow heartbeat
- blurred or double vision
- cold, clammy skin
- depression or other mood changes
- dry mouth
- fainting
- hallucinations
- hives

- loss of appetite
 - nightmares or unusual dreams
 - pinpoint pupils of the eyes
 - redness or flushing of the face
 - restlessness
 - rigid muscles
 - ringing or buzzing in the ears
 - seizure
- severe drowsiness
- skin reaction at the site of injection
 - stomach cramps or pain
 - sweating
 - trouble sleeping (insomnia)
 - yellowing of the skin or whites of the eyes

MDMA (Ecstasy)

Chronic users of MDMA perform more poorly than nonusers on certain types of cognitive or memory tasks. Some of these effects may be due to the use of other drugs in combination with MDMA, among other factors.

In high doses, MDMA can interfere with the body's ability to regulate temperature. This can lead to a sharp increase in body temperature (hyperthermia), resulting in liver, kidney, and cardiovascular system failure.

Because MDMA can interfere with its own metabolism (breakdown within the body), potentially harmful levels can be reached by repeated drug use within short intervals. Users of MDMA face many of the same risks as users of other stimulants such as cocaine and amphetamines. These include increases in heart rate and blood pressure, a special risk for people with circulatory problems or heart disease, and other symptoms such as muscle tension, involuntary teeth clenching, nausea, blurred vision, faintness, and chills or sweating.

Psychological Effects

These can include confusion, depression, sleep problems, drug craving, and severe anxiety. These problems can occur during and sometimes days or weeks after taking MDMA.

PCP

At low to moderate doses, physiological effects of PCP include a slight increase in breathing rate and a pronounced rise in blood pressure and pulse rate. Breathing becomes shallow, and flushing and profuse sweating occur. Generalized numbness of the extremities and loss of muscular coordination also may occur.

At high doses of PCP, blood pressure, pulse rate, and respiration drop. This may be accompanied by nausea, vomiting, blurred vision, flicking up and down of the eyes, drooling, loss of balance, and dizziness. High doses of PCP can also cause seizures, coma, and death (though death more often results from accidental injury or suicide

during PCP intoxication). High doses can cause symptoms that mimic schizophrenia, such as delusions, hallucinations, paranoia, disordered thinking, a sensation of distance from one's environment, and catatonia. Speech is often sparse and garbled. People who have used PCP for long periods of time reported memory loss, difficulties with speech, thinking, depression, and weight loss. These symptoms can persist up to a year after stopping PCP use. Mood disorders also have been reported. PCP has sedative effects, and interactions with other central nervous system depressants, such as alcohol and benzodiazepines, can lead to coma.

Amphetamines

Using amphetamines once is sufficient to induce some of these symptoms:

Short-Term Effects:

- Enhanced mood and body movement
- Increased wakefulness, physical activity
- Increased respiration
- Euphoria
- Insomnia
- Increased heart rate
- Increased blood pressure
- Reduced appetite
- Cardiovascular collapse, death
- Dilated pupils

Long-Term Effects:

- Damage to brain cells containing serotonin
- Over time, reduced level of dopamine resulting in Parkinson's-like symptoms
- Weight loss
- Confusion
- Tremors
- Convulsion
- Paranoia
- Hallucinations
- Damage to nerve cells, causing strokes
- Cardiovascular collapse, death

Effects from Withdrawal:

- Irritability
- Anxiety
- Paranoia
- Aggressiveness
- Fatigue and long periods of sleep
- Depression

Behaviors resulting from amphetamine intoxication such as withdrawal from others, experiencing hallucinations, paranoia, delirium perhaps occurring with violence and stereotyped behaviors such as repeatedly assembling and disassembling electronic equipment may resemble symptoms of schizophrenia.

Marijuana

THC changes the way in which sensory information gets into and is processed by the hippocampus, a brain component that is crucial for learning, memory, and the integration of senses with emotions. Learned behaviors also deteriorate.

Long-term use of marijuana produces changes in the brain similar to those seen after long-term use of other major drugs.

Someone who smokes marijuana regularly may have many of the same respiratory problems as tobacco smokers.

Regardless of the THC content, the amount of tar inhaled by marijuana smokers and the level of carbon monoxide absorbed are three to five times greater than among tobacco smokers.

Short-term effects:

- Problems with memory and learning
- Distorted perception
- Difficulty in thinking and problem solving
- Loss of coordination
- Increased heart rate
- Anxiety
- Panic attacks
- Daily cough and phlegm
- Symptoms of chronic bronchitis
- More frequent chest colds

Long-term effects:

- Abnormal functioning of lung tissue injured or destroyed by marijuana smoke
- Impairment of critical skills related to attention, memory, and learning
- Recent findings indicate that smoking marijuana while shooting up cocaine has the potential to cause severe increases in heart rate and blood pressure.

How an Employee will be tested.

- Prior to employment and throughout employment if an employee is currently using any prescription medicine he/she is to tell management and prove the proper use of the medicine.
- The Drug test kit used is called "Multi-Drug One Step Multi-Line 10 Drug Screen Test Panel with Integrated Cup" distributed by ACON Laboratories.
- The employee will be presented with numerous tests in airtight seals.
- Employee will choose one test.
- The tester, while wearing sterile latex gloves, will remove the kit from the airtight seals, remove the cap, and explain how the cup shall be filled with the appropriate amount of urine for the test.
- The employee will have bathroom privacy.
- The toilet will be drained of water and the top of the tank will be sealed with tamper

evident tape.

- The water to the sink will be turned off.
- After the employee has urinated he/she will return the kit to the tester who is waiting outside the bathroom.
- The tester, while wearing sterile latex gloves, will cover the specimen and then conduct the test by following the proper procedure supplied by ACON.

Bullying and Harassment

Harassment and bullying can take a variety of different forms ranging from repeatedly ignoring a colleague or subjecting them to unwelcome attention to intimidation, humiliation, ridicule, or offense. More extreme forms of harassment and bullying include physical threats or violence. Harassment and bullying behavior may not always be intentional, but it is always unacceptable.

Some of the most prevalent forms of harassment and bullying are as follows:

SEXUAL HARASSMENT: Can take the form of ridicule, sexually provocative remarks or jokes, offensive comments about dress or appearance, the display or distribution of sexually explicit materials, unwelcome sexual advances or physical contact, demands for sexual favors, or assault.

RACIAL HARASSMENT: Is usually, although not exclusively, directed at people from ethnic minorities. It may include jokes about or gratuitous references to a person's color, race, religion, or nationality. It can also include offensive remarks about dress, culture, or customs, which have the effect of ridiculing or undermining an individual or fostering hatred and/or prejudice towards individuals or certain groups.

HARASSMENT OF PEOPLE WITH DISABILITIES: Can take the form of individuals being ignored, disparaged, or ridiculed because of assumptions about their capabilities. Their disability, rather than their ability, can become the focus of attention or harassment that can include inappropriate remarks, jokes, or reference to an individual's appearance.

BULLYING: Is the exercise of power over another person through negative acts or behaviors that undermine him/her personally and professionally. Bullying can be threatening, insulting, abusive, disparaging, or intimidating behavior which places inappropriate pressure on the recipient or has the effect of isolating or excluding them.

This policy relates to all employees of Birds Beware Window Cleaning. The company has a firm commitment to equality of opportunity and will not tolerate the harassment or bullying of one employee by another. The purpose of this policy is to assist in developing a working environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to complain about harassment and bullying should it arise, in the knowledge that their concerns will be dealt with appropriately and fairly. As allegations of harassment and bullying are very serious, Birds Beware Window Cleaning will treat any such allegations proven to be malicious with severity, and the individuals responsible will be the subjects of disciplinary action up to and including termination or possible criminal charges.

Teamwork

It is important that we all work together as a team. This means being able to put aside differences to accomplish productive work. Besides working together, on occasion, especially during the winter, an employee may be asked to perform non-window cleaning tasks based on necessity, qualifications and manager discretion. Tasks may include sales, computer work, cleaning the office or warehouse, maintenance on tools and equipment or anything needed to run the business.

Evaluations are conducted regularly by supervisors, fellow workers, and customers. All employees are authorized and encouraged to notice and point out flaws in other employees' work so it can be corrected. Also, all employees are to receive criticism of their own work from others as being helpful, and correct their work as needed. If we cannot work as a team, helping each other perform at the highest level possible, we will eventually fail to perform at all.

Resignations

Employees resigning their positions are expected to give two weeks notice. This is a courtesy that many employers ask for. If an employee does not give a 2 weeks notice they will have given up any chance of being able to return to BBWC.

Employees who are absent from work two (2) days without notice or a call are deemed to have quit.

Return of Property

At Birds Beware Window Cleaning employees are given the right tools for the right job. An employee will be asked to fill out a checklist and signoff sheet of all tools and equipment issued to them. This checklist will be maintained throughout their employment. These items, as well as keys, uniforms, and this book are to be returned when employment with Birds Beware Window Cleaning has ended.

Personal Conduct

Birds Beware Window Cleaning must always present a good public image. Our name is on our shirts, trucks, our signs, and consequently employees represent the company out in the field.

Employees are always to conduct themselves courteously and professionally, as they are always in the public's eye. It is our aim to maintain professional communication at all times.

Driving Policy

All traffic laws and speeds are to be adhered to. Constant speeding or reckless driving will not be tolerated and disciplinary actions will be taken whether or not a ticket was received.

Parking

There is limited space in the office parking lot. The office lot is reserved only for office staff and company trucks unless otherwise an employee is permitted by someone in management.

Holidays

There are certain holidays when work is not scheduled. These holidays include Christmas Day, New Years Day, Thanksgiving Day and the Fourth of July. BBWC employees are expected to be available to work on all other holidays throughout the year.

Damage Policy

Damage is bound to happen on occasion. The company will pay for damages of a reasonable amount. Hiding damage or neglecting to point out damage to a supervisor is grounds for immediate termination.

Issued Equipment

All employees will be issued work equipment. It is their responsibility to monitor it, know where it is kept at all times, and make sure it is back in the truck at the end of each job. If equipment is broken or damaged, it is to be brought to the office for replacement. If piece of equipment is lost, the office is to be notified immediately.

Uniform and Grooming

Projecting a professional appearance is critical to the success of the company. All employees are to adhere to the following:

1. Personal grooming should be kept "neat and clean." This includes general cleanliness, personal hygiene, etc. A Manager may decide if an employee needs to go home and address a particular area of grooming before returning to the job.
2. No facial piercing will be permitted.
3. No unkempt facial hair is permitted; beards and mustaches are fine, as long as they are kept neat and trimmed.

Employees are required to ALWAYS be in uniform while working, regardless of how hot the temperature is on any given day. It is unacceptable to remove work shirts or change into a tee shirt or undershirt. The customer is paying for reliable UNIFORMED service, and that is the image we will be upholding. Failure to comply with this policy will result in disciplinary action.

Safety

Safety Reporting and Accident Reports

Any accident, vehicle or bodily, however minor, must be reported to a supervisor. Even if there is no injury or property damage, the incident must be reported and an accident report filled out by any employees involved, as well as the supervisor. Accident reports can be filled out in the office or on sight if an on sight investigator is present. The Reports will be used for Workers' Compensation claims and any other possible insurance claims. These accidents will also be discussed at monthly safety meetings.

Right to Know

Federal laws have been enacted requiring the Occupational Safety and Health Administration (OSHA) to assist states with development of "Right to Know" acts in association with the "OSHA Hazard Communication Standard" to ensure that employers give their employees information about the nature and health risks of toxic substance in the workplace.

The premise is that employees have the right to know about the health hazards related to their jobs and how to protect themselves from personal risk.

MSDS

The primary source of information on toxic substances or hazardous chemicals is the Material Safety Data Sheets (MSDS). The office has a file of MSDS for products we use, or you can find them here in your handbook.