



Crew Leader/Operations Manager

Job Description:

- Start Of Day Paperwork
- Vehicle Inspection: Miles, Fuel Level, Tire Pressure, Mechanical Shape
- Daily Prep: What Equipment needed for day, Assistants on Time
- Drop Paperwork Off everyday
- Always be on time for first job
- Handle your day, 3 touches at every job
- Get referrals explain our "Squeegee Bucks Program"
- Wash truck 1X per week
- Submit Work Log every night Must be filled out perfectly and drop off next morning
- Submit money/checks/work orders into bin with crew name. All work order must include
 - Client signature(Unless client is not home)
 - Time job started and ended (Except for commercial route work)
 - Any cash or check (If client is paying by credit card mark that on work order)

Expectations/Responsibilities:

- Be on time everyday
- Make sure customers LOVE you and us
- Drastically exceed the customer's' expectations
- Fill out all paperwork in full every day
- Manage assistants hours, keep them under 40 if possible
- 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
- Walk around is required whether customer goes with you or not
- Turn in Work Log and Money everyday
- Wear Proper Protective Gear when needed

On job site requirements

- Always be aware of job requirements and surroundings
- Communicate with other team members to ensure quality control
- Make sure all equipment is returned to the truck and not left behind
- If something is broke bring to the attention of team members and take out of service
- Communicate with clients if they want to talk, but remember you're there to do a job and not have a 30 minute conversation
- Make sure all screens are put back in properly and sills are cleaned as needed per package
- Assist your team members if asked
- Have fun and always enjoy what you're doing

Phone/Text/Email/Social Media/Music/Video Policy

- No personal calls or music media inside client's home or business
- No texting while on job site
- No facebook while on job site
- Music can be listened to but only by a ear bud and only in 1 ear
- No taking pictures unless requested at any job site
- Calls, texts, and all other social media can be used while not on job site and travel in between job
- If a personal call must be made please step outside the job site
- NO TEXTING WHILE DRIVING , USE BLUETOOTH IF TALKING WHILE DRIVING

Upselling/Bonus Commission 10%

- Sales at the end of every appointment
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 appointment
- Customer gets 48 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 Squeegee Klean LLC. 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. Squeegee Klean LLC 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 Squeegee Klean LLC. 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.

Our Credo

Squeegee Klean LLC 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 Squeegee Klean LLC experience enlivens the senses, instills well being, and fulfills even the unexpressed wishes and needs of our customers.

Motto

At Squeegee Klean LLC 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 a Squeegee Klean LLC Team Member

1. I build strong relationships and create Squeegee Klean 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 Squeegee Klean LLC 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 Squeegee Klean LLC 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. Squeegee Klean fosters a work environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and the Squeegee Klean LLC experience is strengthened.

People To Know

Owner –	Steve Konarzewski	717.465.2822
Office Manager-	Morgan Konarzewski	717.891.6524
Operations Manager –	Heidi Railing	717.968.5469

Products and Services

The following products and services are offered to the valued customers of Squeegee Klean LLC

RESIDENTIAL Customers

Window Cleaning
 Pressure Cleaning
 Gutter Cleaning
 Gutter Whitening

Rain Flow Installation
Roof Cleaning

Additional : Shutter Restoration, Snow Removal, Chandelier Cleaning, Light Fixture Cleaning, Carpet Cleaning

COMMERCIAL Customers

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

Additional:Shutter Restoration, Snow Removal, Chandelier Cleaning, Light Fixture Cleaning, Carpet Cleaning

Company Policies

- No smoking in the vans or at job site
- Wear company uniforms at all times, have extra shirt everyday
- Beards always dialed in or clean-shaven
- No swearing or cursing
- Everyone is a salesperson, identify and talk about opportunities
- Maintain an environment of positivity
- Do work logs everyday
- 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 4,000 miles:
- Oil change done on Friday night or a Saturday you are not working
- All Salaried employees must work a minimum of 40 hours per week, regardless of weather or season

Discipline Policies

Late for work, bad attitude or break or damage property:

1. Write up
2. Write up
3. Pay Cut
4. Fired

Lunch Policy

- Maximum of One Hour if time allows
- Lunches are paid and should be taken in between jobs
- Any down time greater than one hour per day is spent marketing the business

Time Off Request

All time off requests must be submitted to Morgan@myfilthywindows.com Please let us know the dates you need off. We will review the calendar and let you know if this is possible. Unless there is an emergency, you must give at least 2 weeks' notice for a time off request during off season (July, Aug, Sept, Jan, Feb, Mar)

and at least 3 weeks all other months not listed above .Weekend Policy! You may be required to work some Saturday's during peak season (April-July, Oct-Dec). On some rare occasions Sunday work may also be needed. This is more a voluntary requirement.

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. Squeegee Klean LLC adopts this legal doctrine of Employment-At-Will.

Drug-Free Workplace Policy

Squeegee Klean LLC 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 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, Squeegee Klean LLC 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 Squeegee Klean LLC 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 Squeegee Klean LLC.

Drug Testing Policy

New Hires may 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 Squeegee Klean LLC.

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, hallucinations, 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 Anemia, 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

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 occurs. 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 that places inappropriate pressure on the recipient or has the effect of isolating or excluding them.

This policy relates to all employees of Squeegee Klean LLC . 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, Squeegee Klean LLC 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.

Supervisors, fellow workers, and customers conduct evaluations regularly. 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 Squeegee Klean LLC .Employees who are absent from work two (2) days without notice or a call are deemed to have quit.

Return of Property

At Squeegee Klean LLC 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 has ended.

Personal Conduct

Squeegee Klean LLC 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 however may not be required.

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 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 site 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 company vehicles or online @ MyFilthyWindows.com/msds