

AN EQUAL OPPORTUNITY EMPLOYER

EMPLOYEE INSTRUCTIONS, INFORMATION AND WORK RULES

ABM-131-1 (12/12)

WORK LOCATION

SUPERVISOR NAME

By signing this document, I confirm that I have read and understand the information contained in this document. I understand that ABM makes this document available in many languages and I have received a copy of this document in a language that I understand.

SIGNATURE

PRINT NAME

DATE

Important Information For You To Know About Your Job At ABM

1. Discrimination against, or harassment of any employee on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, genetic information or characteristics, sexual orientation, amnesty, status as a covered veteran or any other consideration made unlawful by federal, state, or local laws will not be tolerated and is prohibited. ***It is the responsibility of any employee who has been harassed or otherwise discriminated against, or who has witnessed such harassment or discrimination to immediately report all such conduct to the ABM Compliance Hotline at 1-877-253-7804 or online at abmhotline.ethicspoint.com, to your human resources representative, or to the ABM Employee Relations line at 415-351-4367. It is the responsibility of any Supervisor who receives such a report to immediately communicate it to their management and to their human resource representative.*** Your complaint will be handled discreetly and promptly investigated. All employees are guaranteed protection from retaliation or reprisal. If you feel that your complaint has not been handled properly, if you feel you have been retaliated against or witnessed retaliation, or if you have any concerns about your workplace where you feel uncomfortable discussing it with your Supervisor, you must immediately report it to the ABM Compliance Hotline at 1-877-253-7804 or online at abmhotline.ethicspoint.com, to your human resources representative, or to the ABM Employee Relations line at 415-351-4367.
2. If you are an hourly employee, you are required to accurately record all hours you work for the Company or you could be subject to discipline including discharge from employment. You will be required to punch a time clock or call in to a phone-based time system when you start and finish your work (including punching out and in for any meal breaks) or complete and sign a time sheet accurately showing the time you start and finish work (including an accurate record of your meal breaks). Any tampering with your own or another's time and attendance record is cause for termination. You are prohibited from performing any work for the Company off the clock. If anyone instructs you to perform any work for the Company off the clock, you must immediately report it to the ABM Compliance Hotline at 1-877-253-7804 or online at abmhotline.ethicspoint.com.
3. You must take all rest breaks and meal periods assigned to you during your shift or you could be subject to discipline including discharge from employment. If you are assigned breaks or meal periods during your shift but you are not able to take them for any reason, you should report it to your Supervisor immediately. If your Supervisor does not solve the problem, you must immediately report it to the ABM Compliance Hotline at 1-877-253-7804 or online at abmhotline.ethicspoint.com.
4. Your paycheck will be issued in your name and should reflect the full amount of compensation due to you for all of the hours you worked during that pay period including any overtime worked during that pay period. If you are asked to accept a paycheck that is made payable to another person, if you are asked to accept pay by cash, or if you are not paid for all hours worked in that pay period including any overtime, you must report it immediately to the ABM Compliance Hotline at 1-877-253-7804 or online at abmhotline.ethicspoint.com.
5. ABM takes workplace injuries and incidents seriously. Employees must make every effort to report workplace injuries or incidents immediately to the Supervisor. Failure to report an injury or incident within 24 hours may result in disciplinary action. Violation of safety, health or security rules will be cause for disciplinary action up to and including termination. Any Company equipment that is not in good working order or that poses a safety hazard should not be used and should be reported to your Supervisor immediately. Be responsible when using equipment.

Work Rules

***The below listing is intended to give you general information regarding your work location. However, rules cannot be listed to cover every possible situation. While it is the Company's practice to use a system of progressive discipline in the matters of poor performance, some situations may not be subject to progressive disciplinary steps. Under certain circumstances, an action may be serious enough to constitute misconduct, resulting in immediate termination. All employees must cooperate fully in any internal investigation concerning the workplace. Please check with your Supervisor if you have any questions.**

6. Questions about your job should be directed to your Supervisor. All notifications regarding illness, injuries, absences and / or tardiness, must be made to your Supervisor.
7. If you are unable to report for work, you must notify your Supervisor as soon as possible. Four (4) hours notice is required before regular starting time. Failure to report that you will be absent is cause for termination. If you work a day shift, call the office before 4:00 p.m. on the day before you will return to work. If you work a night shift, call at least six (6) hours before regular

starting time to notify your Supervisor when you will be reporting back to work. Excessive tardiness or absenteeism is cause for termination.

8. A starting time will be established for you to report to work. If you have a route, you will also be assigned the order your jobs are to be worked. Your Supervisor must be notified in advance if you are unable to perform your work at the time or in the order assigned. Notify your Supervisor if you are required to leave your work station before the end of your shift.
9. If a Company Identification badge (ID) is issued to you, you must carry it with you at all times while on the job. Notify your Supervisor if you have lost or damaged your ID badge. It must be replaced immediately. You may be required to pay for the replacement cost.
10. Unauthorized persons are not allowed on your job site at any time. This includes spouses, children and other relatives. If you need assistance on your job, call your Supervisor.
11. The possession, distribution, sale, transfer and / or use of alcoholic beverages, intoxicants or illegal drugs, including marijuana, on the job is strictly prohibited and cause for immediate termination. There will be no smoking in prohibited areas. Radios and tape or CD players, music players, or MP3s are not to be brought on the job, and you may not use cell phones to make personal calls during working time. Sleeping on duty is strictly prohibited, and is cause for disciplinary action up to and including termination.
12. Bringing firearms, weapons, explosives or any weapon to your job site (except as required by law), fighting, bullying, malicious gossip, profanity, or threats to another employee, supervisor or customer is prohibited and cause for immediate termination. Committing criminal acts on the job site will also result in immediate termination.
13. There will be no gambling, selling, or posting of any literature on Company or customer property at any time. Employees are also prohibited from distributing any literature during working time in working areas and from soliciting during working time.
14. Obey work orders of Supervisors and management. Perform the work assigned and follow instructions. Discuss any complaints with your Supervisor as soon as practical after your shift. Insubordination, incompetence or failure to perform work as required will be cause for disciplinary action, up to and including termination. A foreperson or lead is not a Supervisor and has no authority to hire you, fire you, discipline you, or otherwise effect your terms and conditions of your employment.
15. A neat and professional appearance should be maintained at all times. Any problems with a Company-issued uniform should be reported to your Supervisor. Failure to wear your uniform or required personal protective equipment as directed by your Supervisor may result in disciplinary action up to and including termination.
16. After completing your work, be sure to recheck the area to make sure that everything is in place and only the proper lights are left on. It is very important to double check all doors to make sure they are locked. Do not take keys out of the building unless authorized by your Supervisor. Unauthorized duplication or use of keys that lock or secure Company or customer premises or property is prohibited. You are responsible for the keys in your care and your loss of keys may result in disciplinary action.
17. Only throw away trash that is in a waste receptacle or that is plainly marked to be thrown away. Do not throw away articles placed on top of a waste receptacle, in boxes, or anything sitting on the floor unless you first have the approval of your Foreperson or Supervisor. No trash may be taken from the worksite for personal use under any circumstances, and accepting items from customers is not permitted.
18. Any unusual or suspicious circumstances such as an unlocked door, shortage of supplies, evidence of break-in or damage or accidental breakage of any Company or customer property must be reported immediately to your Supervisor. If in doubt of any situation, inform your Supervisor immediately.
19. Customers and building tenants are critical to our business. They must be treated with care and respect. If you should meet someone while on our job, be polite and tend to your work. If you are asked to do something within the scope of building cleaning and maintenance, be pleasant and do it. It is the Company's responsibility to address work-related issues and work-related complaints. Please bring work-related issues or complaints to your Supervisor or other appropriate Company representative. Any unusual communications with customers or building tenants should be reported to your Supervisor as soon as possible.
20. Theft or willful damage to property of the client, an employee of the client, or any of the premises to which you are assigned, will be grounds for immediate termination. We employ a full time Security Officer who conducts investigations of thefts reported by our customers. No customer equipment, material, or restricted areas are to be used at any time. This includes telephones, radios, computers, scanners, fax and copy machines, chargers, televisions, typewriters, food, office supplies, etc. Unauthorized use will be grounds for termination.
21. Except in cases of emergency, do not leave your assigned job site or work area without permission from your Supervisor. You are permitted on non-public areas of the customer's premises only during your working hours.

FAILURE TO OBSERVE ANY OF THE ABOVE RULES MAY BE CAUSE FOR TERMINATION.