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EMPLOYEE POLICY HANDBOOK

Welcome to **Creactiva Commercial Services**, where excellence in cleanliness and customer service meets dedication and teamwork.
Together, we create a better environment for all!

INTRODUCTION

Welcome to the Creactiva Commercial Services Team!

We are thrilled to have you as part of the Creactiva family. Whether you are a current team member or a new addition, this handbook is your guide to understanding the policies, procedures, and resources that will help you succeed with us.

At Creactiva, we are committed to providing the highest quality cleaning services while fostering a work environment built on integrity, collaboration, and excellence. Every role, from the field staff to support teams, contributes to our shared goal of maintaining safe, clean, and welcoming environments for our clients.

What You Will Find in This Handbook:

Benefits:

An overview of the benefits available to our employees, including health plans, paid time off, and other perks designed to support your well-being and success.

Procedures and Protocols:

Detailed guidelines on the best practices and standard operating procedures that ensure efficiency, safety, and consistency across all job sites. From cleaning methods and safety standards to reporting processes, these protocols help us deliver the high-quality service our clients expect.

Expectations for Client Satisfaction:

Clear expectations on how we maintain excellent communication, professionalism, and responsiveness to client needs. At Creactiva, we believe that client satisfaction is our top priority, and we strive to exceed expectations on every project.

Operational Guidelines:

Everything you need to know about your day-to-day duties, from attendance and punctuality to how to handle special requests or work orders. We will guide you through how we ensure smooth operations across different departments and work sites.

Workplace Culture:

A focus on the values that define us—teamwork, respect, and continuous improvement. We are committed to a positive, inclusive, and collaborative environment where everyone's contributions are valued.

This handbook is here to support your success and ensure we all work together to achieve the highest standards of service. We rely on each of you to bring your best to every task, and together, we will continue to provide exceptional results that make Creactiva a leader in commercial cleaning services.

Thank you for being a part of our team. We are excited about the great work we will accomplish together!



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PURPOSE OF HANDBOOK



Employee Expectations

Welcome to CREATIVA, LLC. We are excited to have you as part of our team. This Employee Handbook (“Handbook”) is designed to provide basic information regarding the policies and practices of CREATIVA. This Handbook is not a contract, and the provisions of this Handbook are subject to change at the sole discretion of CREATIVA, as are all other policies, practices, and benefits or programs of CREATIVA.

Please direct any questions about the Handbook to your immediate supervisor. If you still have questions after speaking with your supervisor, please direct your questions to the General Manager.



Employment at will

This Handbook is not a contract, expressed or implied. This Handbook does not guarantee employment for any specific duration or any specific term or condition of employment. All employees are employees at will. Among other things, this means that either you or CREATIVA may terminate the employment relationship at any time, with or without cause, and with or without prior notice.

No employee of CREATIVA is authorized to modify the at-will nature of your employment other than the General Manager, and any such modification must be in writing and signed by the General Manager.



Resource Guide

This handbook serves as a comprehensive resource guide designed to help you navigate your role at Creactiva Commercial Services. It provides essential information on company policies, procedures, and expectations to ensure you have the tools and knowledge needed for success.

Whether you’re seeking guidance on operational standards, understanding employee benefits, or learning about our client-focused approach, this handbook is here to support you every step of the way. We encourage you to refer to it whenever you need clarification or assistance, and to use it as a tool to help you perform your best at work.

ONE

INTEGRATED SOLUTION



Our profound beliefs

Company core values



Quality

From the start of the process of hiring quality staff, to the top of the line equipment to perform the jobs.

Protocols and methods to perform every day jobs at the highest standards of the industry.



Reliability

For over 10 years of creating solutions to our clients, brings us to be the top name in the industry.

Reliability means being accountable and consistently performing and delivering on what we promise.



Innovation

Constant innovation to implement new processes, ideas, services, or products with the goal of boosting the client satisfaction.

From technologies aspects, and innovation on the process to perform the tasks on hand.



GENERAL EMPLOYMENT POLICIES AND PRACTICES

1.1

Equal Employment Opportunity

It is the policy of CREATIVA to comply with all applicable equal employment laws. CREATIVA therefore will not discriminate against applicants or employees on the basis of race, color, sex, gender, religion, national origin, age, disability, genetic information, veteran status, or any other classification protected by federal, state, or local law. Under federal non-discrimination law, "sex" includes sexual orientation or preference and gender identity.

CREACTIVA will not permit intimidation, harassment, or retaliation against any individual who in good faith reports a potential violation of the policy, who in good faith assists or participates in an investigation under this policy, or who opposes harassment prohibited by this policy.

1.2

Anti-Harassment Policy

CREACTIVA prohibits and will not tolerate unlawful harassment on the basis of race, color, sex, gender, religion, national origin, age, disability, genetic information, veteran status, or any other classification protected by federal, state, or local law. Examples of prohibited harassment include, but are not limited to, the following:

- **Derogatory or intimidating conduct or language based on age, color, disability, sex, gender, national origin, race, religion, or veteran status, including but not limited to jokes, pranks, slurs, or epithets.**
- **Displaying or circulating in the workplace any written, electronic, or graphic material that denigrates or shows hostility or aversion toward an individual or group based on age, color, disability, sex, gender, national origin, race, religion, or veteran status.**
- **Verbal or physical conduct of a sexual nature, including but not limited to unwelcome sexual advances or touching, requests for sexual favors, or requests for sexual or romantic relationships when submission or rejection of such requests is used as the basis for any employment decision.**
- **Any other conduct that creates an intimidating, hostile, or offensive environment.**

1.2

Anti-Harassment Policy

Any individual who experiences, observes, or learns of potential prohibited harassment must immediately notify his or her immediate supervisor or the General Manager.

CREACTIVA will promptly investigate all complaints and reports of prohibited harassment and will take appropriate steps to end the harassment. Complaints will be treated discreetly, but full confidentiality cannot be promised, because sometimes certain information may need to be disclosed to conduct an effective investigation or take appropriate corrective action.

All employees must cooperate with any investigation into prohibited harassment.

CREACTIVA will not permit intimidation, harassment, or retaliation against any individual who in good faith reports a potential violation of the policy, assists or participates in an investigation under this policy, or opposes harassment prohibited by this policy. If, however, CREATIVA determines that an employee has provided false information regarding a complaint of harassment, disciplinary action, up to and including termination, may be taken against the individual who filed the false complaint or who gave the false information.

1.3

Reasonable Accommodations For Employees With Disabilities, Employees With Pregnancy-And Childbirth-Related Limitations, And Nursing Employees

CREACTIVA complies in all respects with the Americans with Disabilities Act, the Pregnant Workers Fairness Act, and any other applicable laws. CREATIVA will provide reasonable accommodations to qualified individuals with disabilities and will make reasonable accommodations for employees who have a known temporary limitation due to pregnancy, childbirth, or related medical conditions, unless the accommodation poses an undue hardship to the CREATIVA.

If an individual has a disability that affects his or her job performance or has a limitation due to pregnancy, childbirth, or related medical conditions, the individual should let the General Manager know as soon as possible.

The individual and CREATIVA will then discuss whether a reasonable accommodation can be provided that will enable the individual to perform the essential functions of the job or, for temporary pregnancy-related or childbirth-related limitation, whether there is some other reasonable accommodation for the limitation.

1.3

Reasonable Accommodations For Employees With Disabilities, Employees With Pregnancy-And Childbirth-Related Limitations, And Nursing Employees

All employees who are nursing are eligible to take reasonable breaks to express breast milk ("lactation breaks) for up to one year after the birth of the employee's child.

CREACTIVA encourages all eligible employees who intend to take lactation breaks under this policy to notify the General Manager as soon as the need is known, usually before returning to work from giving birth. The General Manager or the employee's supervisor will advise the employee of the location designated for the lactation break. Lactation breaks are unpaid. An employee taking a lactation break must clock out when beginning the break and clock back in when ending the break.

If any employee believes that there has been a violation of this policy, the employee must promptly notify the General Manager or the employee's supervisor, and CREATIVA will take prompt corrective action. CREATIVA is committed to enforcing this policy and prohibiting retaliation against employees who request reasonable accommodations or who take break time under this policy, or who file a related complaint. But the effectiveness of CREATIVA's efforts depends largely on individuals telling us about inappropriate workplace conduct.

1.4

Immigration Law Compliance

CREACTIVA will not knowingly employ, recruit, or refer any individual who is not authorized to work in the United States.

Under the Immigration Reform and Control Act of 1986, all employees will be required, within three days of hire, to provide proof of their identity and employment authorization.

Individuals hired to work in Alabama will have the information provided submitted to the federal E-VERIFY system to confirm their identity and authorization to work.

1.5

Disciplinary Action

CREACTIVA may take corrective action whenever it believes that an employee has not adhered to its standards or that the employee's performance is unsatisfactory.

CREACTIVA typically uses progressive discipline, meaning that increasing levels of discipline will be implemented if the problem persists. This is only a guideline, however, and CREATIVA may apply the disciplinary action that it considers appropriate, under all of the facts and circumstances (including severity and frequency of the offense), up to and including immediate discharge without prior corrective action or notice.

Examples of conduct or performance that may result in discipline include, but are not limited to:

1. **Failure to abide by any of the provisions of this Handbook;**
2. **Unsafe work practices;**
3. **Unsatisfactory work performance;**
4. **Unsatisfactory attitude or conduct;**
5. **Unexcused absences or tardiness;**
6. **Dishonesty, fraud, stealing, or embezzlement, including theft of time, such as altering time records;**
7. **Violation of CREATIVA's policies on alcohol and substance abuse;**
8. **Insubordination;**
9. **Use of profane or abusive language and/or acts or threats of physical violence;**
10. **Violation of CREATIVA's policies on Equal Employment Opportunity and Anti-Harassment;**
11. **Damaging or misusing company property or property managed by CREATIVA;**
12. **Violation of CREATIVA's Health and Safety policies and procedures;**
13. **Unauthorized access to computer/electronic or digital files of company records, of whatever type.**

1.6

On-The-Job Injuries

All injuries incurred while conducting CREATIVA business, no matter how small and regardless of whether medical treatment was sought, must be reported immediately to the employee's immediate supervisor or the General Manager so that the necessary documentation can be completed and, if necessary, reported to CREATIVA's workers' compensation carrier. No employee will be retaliated against solely for making a workers' compensation claim in good faith.

1.7

Personnel Records

CREACTIVA maintains personnel records on each employee. Employees should inform the General Manager of any changes in address, telephone number, dependents, or other personal information. Employee medical records and other individually identifiable health information will be kept in a file separate from employee personnel files. All records maintained are the property of CREATIVA.

1.8

Open Door Policy

CREACTIVA believes that open communication between employees and management is critical to our continued success. CREATIVA also believes that, by working together, we can resolve most differences that arise and can find ways to improve how we all do our jobs. Employees are therefore encouraged to raise any questions, concerns, or suggestions they may have with their supervisor or other member of management.

1.9

Recording Of Employees

Employees may be recorded, by audio or video (or both), during work. This includes (but is not limited to) on shuttle buses and in meetings with company management such as the HR Coordinator.

COMPENSATION PRACTICES

2.1

Working Hours

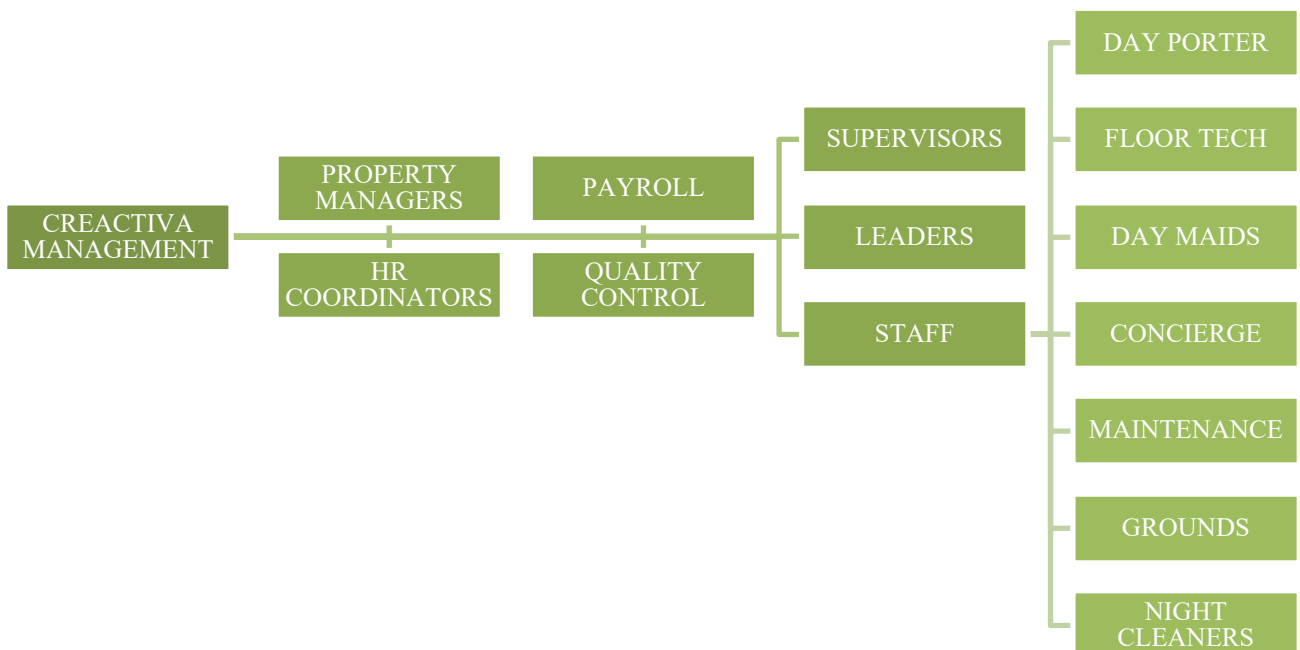
Employees are expected to be available for work during the hours they are scheduled to work.

2.2

Employee Classifications

Each employee's job is classified as exempt or non-exempt from overtime on the basis of duties, responsibilities, and hours worked. At the time of hire, and at the time of any change in employment status, the classification and eligibility for overtime pay will be discussed.

Employees may be asked to perform duties outside the ordinary duties and responsibilities of their customary position. When so asked, employees should comply with reasonable requests to perform such duties. If the employee believes that he or she cannot perform such duties, the employee should immediately advise the General Manager.



2.3

Attendance/Work Effort

Absenteeism and tardiness are expensive, disruptive, and place an unfair burden on other employees. Therefore, it is imperative that all employees get to work promptly and begin work at the scheduled starting time.

If you are going to be late or absent for any reason, you must notify your supervisor as far in advance of the scheduled starting time as possible. You will be expected to provide an explanation of why you are going to be late or absent and when you expect to return to work. It is your responsibility to ensure that proper notification is given. Asking another employee, friend, or relative to give this notification is not considered proper, except under emergency conditions.

An absence or tardy will be considered excused if it:

- (1) is taken in accordance with the CREATIVA Paid Time Off policy,**
- (2) is covered by another CREATIVA policy or**
- (3) is otherwise approved by your supervisor.**

Any other absence or tardy will be considered unexcused. Unexcused tardiness and absences may lead to disciplinary action, required usage of paid time off, or pay adjustments.

CREACTIVA reserves the right to require employees to provide a doctor's note or a return-to-work slip as appropriate.

All employees must use their best endeavors to promote the interest of CREATIVA and must, during their normal working hours, devote all of their time, attention, and effort to its business and affairs.

Any involvement in activities which could be construed as being in competition with the company is forbidden.

Employees are expected to respect authority and to comply with a job-related directive from a supervisor or manager. Failure to do so may result in disciplinary action, up to and including termination.

2.4

Recordkeeping & Overtime

CLOCK-IN/OUT POLICY

At CREATIVA, accurate timekeeping is essential for effective payroll processing and employee accountability. This policy outlines the procedures employees must follow if they encounter issues with clocking in or out.

Employees are responsible for accurately clocking in at the beginning and clocking out at the end of their shifts. Employees are required to sign in physically on the sign-in/out sheet to document their presence.

All employees must have access to the Paylocity app. Employees should refer to this app when they have questions about their schedule, paycheck, time punches, etc.

Employees must sign in and out using the time station system that will require the last four digits of your Social Security number, and it will take a headshot of the person clocking in and or out.

Signing in or out for another employee is prohibited—whether using the iPad time station system or attendance sheets—and will result in disciplinary action.

Fraudulent timekeeping and falsification of time records are subject to discipline, up to and including discharge.

Reporting Issues:

If an employee experiences any issues with clocking in or out, the employee must report the issue to his or her immediate supervisor immediately. In addition to reporting to the supervisor, employees must send an email to management detailing the clock-in/out issue.

This email must include a timestamp of the missed clock in or out. Employees must ensure that any timekeeping issues are communicated promptly.

If an employee has an issue with the iPad used for clocking in or out, the employee must email the HR Coordinator immediately stating the issue with the dates, times, and locations. Waiting to contact the HR Coordinator about the issue until days after it occurs is not acceptable.

Consequences of Non-Compliance:

Failure to report clock-in/out issues as outlined may result in discrepancies in pay and could lead to further disciplinary action if repeated.

2.4

Recordkeeping & Overtime

Additional Information:

For any questions regarding this policy or timekeeping procedures, please contact your supervisor.

By adhering to this policy, we can ensure accurate payroll processing and maintain accountability for all employees at CREATIVA.

Overtime:

Creactiva is committed to providing our employees with flexible work opportunities. This policy outlines our approach to overtime and additional hours for employees at Creactiva.

Creactiva does allow employees to work overtime, which is more than 40 hours in the standard workweek. Employees are responsible for managing their own schedules and ensuring they do not exceed the standard workweek without prior approval.

Non-exempt employees will receive overtime pay at a rate of one and one-half times their regular rate of pay for all hours worked over 40 in any given workweek. Overtime pay is based on hours actually worked. Paid time off or holidays do not count as hours actually worked. Non-exempt employees must obtain advance approval from their supervisor before working any overtime.

An employee who works more than 40 hours in a workweek without getting permission before performing the work will be subject to disciplinary action (including possible discharge). Exempt employees are not eligible for overtime pay.

It is a violation of CREATIVA's policy for employees to work without compensation or for a supervisor to ask an employee to work without compensation.

Off-the-clock work, which includes working before or after your scheduled hours or during a lunch break, is prohibited. Any supervisor who requests or demands that an employee work off-the-clock will be subject to discipline, up to and including discharge. If your supervisor requests that you work off-the-clock, you must immediately report it to the General Manager.

2.4

Recordkeeping & Overtime

CLOCK-IN/OUT POLICY

At creactiva, accurate timekeeping is essential for effective payroll processing and employee accountability. This policy outlines the procedures employees must follow if they encounter issues with clocking in or out.

Policy Guidelines

1. Responsibility for timekeeping: employees are responsible for accurately clocking in at the beginning and clocking out at the end of their shifts.
2. Reporting issues:
 - * if an employee experiences any issues with clocking in or out, they must report the issue to their immediate supervisor immediately.
 - * employees are required to sign in physically on the sign-in/out sheet to document their presence.
3. Email notification:
 - * in addition to reporting to the supervisor, employees must send an email to management detailing the clock-in/out issue. This email must include a timestamp of the missed clock in or out.
4. Retroactive adjustments:
 - * if the issue is not reported at the moment it occurs, creactiva will not be able to make retroactive adjustments to the employee's hours worked. Employees must ensure that any timekeeping issues are communicated promptly.
5. Consequences of non-compliance:
 - * failure to report clock-in/out issues as outlined may result in discrepancies in pay and could lead to further disciplinary action if repeated.
6. Additional information
 - * For any questions regarding this policy or timekeeping procedures, please contact your supervisor.

By adhering to this policy, we can ensure accurate payroll processing and maintain accountability for all employees at creactiva.

2.5

Payroll

Employees are paid twice a month, on the 5th and the 20th of each month.

At Creactiva Commercial Services, we aim to ensure timely and accurate pay for all employees. If a payday falls on a weekend or holiday, employees will typically be paid on the last business day prior to the weekend or holiday. Paychecks are subject to all legally required withholdings (e.g., taxes) and any other deductions authorized by the employee, such as insurance premiums or outstanding amounts owed upon separation from employment.

Employees are encouraged to review their paychecks carefully for any errors. If you discover a discrepancy, please report it immediately to the General Manager for correction.

Payroll Cycle:

1st to 15th of the Month: Paid on the 20th of the month

16th to End of the Month: Paid on the 5th of the following month

Payroll Classification Groups:

- a. W2 Salary and 1099 Salary.
- b. W2 - Hourly (Full-Time & Part-Time)
- c. 1099 Hourly Contractors
- d. 1099 Monthly Contractors

Forms of Payment:

Creactiva Commercial Services processes payments via ACH (Automated Clearing House) transfer or Rapid Card. We do not issue payments through checks or cash.

This policy ensures a clear understanding of how payroll is processed and helps maintain smooth operations. Please refer to the guidelines above and reach out to management for any questions regarding your pay.

What is a Rapid Card?

A Rapid Card is a prepaid debit card that allows employees to receive their pay quickly and securely. It works like a traditional debit card, but instead of linking to a personal bank account, it is funded directly by Creactiva Commercial Services as part of the payroll process. Employees can use the card to make purchases, withdraw cash from ATMs, or transfer funds to a personal bank account. The Rapid Card provides a convenient alternative to traditional checks or direct deposit, ensuring that employees have quick access to their earnings.

2.6

Pay Upon Termination From Employment

In the event of termination, whether voluntary or involuntary, employees will be paid for all hours worked up to and including their last day of employment.

Any amounts owed to CREATIVA may be deducted from the final paycheck.

Employees will not be compensated for any unused Paid Time Off (PTO) upon termination.

Employees are required to return all uniforms, equipment, and company property upon termination or resignation. In the event that uniforms or equipment are not returned, or if there are items missing, the employee will be subject to deductions from their final paycheck to cover the cost of the missing items.

While we encourage employees to provide at least two weeks' written notice prior to resigning, it is not mandatory, and CREATIVA is not obligated to extend this notice period. Employees who resign are expected to submit their resignation in writing to help facilitate a smooth transition.

LEAVE AND OTHER EMPLOYEE BENEFITS

3.1

Holidays

CREACTIVA typically observes the following holidays:

Easter Sunday, Thanksgiving; and Christmas Day.

Employees will receive their normal pay for observed holidays.

3.2

Paid Time Off (PTO) Policy

Eligibility and Accrual:

Paid Time Off (PTO) is available to eligible employees based on their job classification and length of service. The PTO cycle runs from **January 1 to December 31** of each year, and employees will accrue PTO during this period.

Employees who have been with CREATIVA for less than three months of consecutive service are not eligible to accrue paid time off during that time.

Accrual Rates:

W2 Salary Employees:	1.66	Days per Month
W2 Hourly Employees (Full-Time):	0.83	Days per Month
W2 Hourly Employees (Part-Time):	0.42	Days per Month

**1099 Monthly and Hourly Contractors:
Not eligible for paid time off**

Use of Paid Time Off:

Employees are encouraged to use their accrued PTO within the year it is earned. Any unused PTO will not carry over to the following year. Accrued PTO cannot be carried over to the next year without prior express written approval from the General Manager. If there is unused PTO at the end of the year, it will be forfeited.

Requesting Paid Time Off:

Employees should submit their request for PTO as early as possible. Failure to provide adequate notice may result in denial of the request.

3.2

Paid Time Off (PTO) Policy

As a minimum, requests for time off must be submitted to the HR Coordinator by Friday of the week before the employee wishes to take PTO.

Requests should be made using the appropriate form and must clearly designate whether the request is for paid or unpaid time off. Failure to properly designate the request as paid may result in the time off being treated as unpaid.

Termination of Employment:

Any accrued but unused PTO will be forfeited upon termination of employment. Employees are encouraged to use their PTO before their departure if eligible. In the case of resignation or termination, employees will not receive payment for any unused PTO unless required by applicable law.

Questions or Clarifications:

Any questions regarding PTO accrual, usage, or requests should be directed

3.3

Medical Leave Policy

Eligibility and Accrual:

Medical leave is available to all employees, including full-time, part-time, and 1099 contractors, after the completion of a 90-day probationary period.

The leave is accrued as follows:

Full-Time Employees:	0.5	days per month
Part-Time Employees:	0.25	days per month

Use of Medical Leave:

Medical leave is intended to provide employees with paid time off for illness, injury, or medical appointments. Medical leave days may be used in increments as needed, but they should be utilized in the month they are accrued. Unused medical leave does not carry over to the next year.

Notification and Documentation:

Employees should provide as much notice as possible when requesting medical leave. If the medical leave is for an extended period or involves surgery or hospitalization, a doctor's note may be required. Failure to provide adequate notice or documentation may result in the leave being treated as unpaid.

3.4

Family And Medical Leave (Fml)

Purpose

CREACTIVA's Family and Medical Leave (FML) Policy is intended to provide employees the opportunity to balance their work responsibilities and family lives by providing for leave in the event of the care of a child (birth, or placement for adoption or foster care), the employee's serious health condition, or the serious health condition of an employee's spouse, parent, or child. It also provides leave under specified conditions related to military service. By adopting this policy, CREATIVA does not voluntarily subject itself to the federal Family and Medical Leave Act (FMLA) if it would not otherwise be subject to that law. This policy is intended to comply with the FMLA, but if there is any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

Who is eligible for FML?

To be eligible for FML, employees must meet the following conditions:

- The employee has worked at least 1,250 hours during the 12-month period before the date of the start of the leave;
- The employee has worked at least a total of 12 months for CREATIVA;
- The employee has provided medical certification for the leave, when requested; and
- The employee has provided CREATIVA with at least 30 days' advance notice if possible or as soon as possible in the event 30 days' advance notice was not possible,

How much leave is available?

An employee is eligible for up to 12 weeks of FML during any one rolling 12-month period that begins when the first day of FML is taken (or up to 26 weeks of unpaid military caregiver leave to care for a covered servicemember with a serious injury or illness).

The leave may be taken consecutively, or if medically indicated, the leave may be taken intermittently or as part of a reduced work schedule. Any leave taken will be charged against the employee's total FML. If the leave for a birth or placement for adoption or foster care of a child is taken on a reduced schedule or intermittent basis, CREATIVA's permission must be granted for such leave to be taken.

If an intermittent schedule or reduced leave is taken for the employee's own serious health condition or for the serious health condition of an employee's

3.4

Family And Medical Leave (Fml)

child, spouse, or parent, the employee must attempt to schedule this leave in a manner that does not disrupt CREATIVA's operations, and CREATIVA may, on a temporary basis, assign the employee to another position that will be as equivalent as possible in pay and responsibilities.

For purposes of this policy, a serious health condition is defined as (1) a condition that requires inpatient care at a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or (2) a condition requiring continuing treatment by a health care provider. This condition is not intended to cover minor illnesses or medical procedures, where the treatment and recovery are brief and are normally handled as part of an incidental sickness or absence.

This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the healthcare provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition.

For chronic conditions requiring periodic healthcare visits for treatment, such visits must take place at least twice a year. If leave is taken for the birth, placement for adoption, or foster care of a child, that leave must conclude within 12 months after the birth, placement for adoption, or foster care.

If a husband and wife both work for CREATIVA and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the husband and wife may only take a combined total of 12 weeks of leave.

If a husband and wife both work for CREATIVA and each wishes to take leave to care for a covered injured or ill servicemember, the husband and wife may only take a combined total of 26 weeks of leave.

Under what conditions may an eligible employee take FML?

An employee must be taking leave for one of the reasons listed below:

- 1) The birth of a child and in order to care for that child.
- 2) The placement of a child for adoption or foster care and to care for the newly placed child.
- 3) To care for a spouse, child, or parent with a serious health condition.

3.4

Family And Medical Leave (Fml)

- 4) The serious health condition of the employee. An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.
- 5) Qualifying military exigency leave for families of members of the National Guard and Reserves when the covered military member is on active duty or called to active duty in support of a contingency operation. An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to active military duty or who is already on active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service.

The qualifying exigency must be one of the following:

- 1) short-notice deployment,
 - 2) military events and activities,
 - 3) child care and school activities,
 - 4) financial and legal arrangements,
 - 5) counseling,
 - 6) rest and recuperation,
 - 7) post-deployment activities, and
 - 8) additional activities that arise out of active duty,
- provided that the employer and employee agree, including agreement on timing and duration of the leave. The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FML is defined the same as for child for other types of FML except that the person does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FML in a 12-month period.

- 6) Military caregiver leave (also known as covered servicemember leave) to care for an ill or injured servicemember. This leave may extend to up to 26 weeks in a single 12-month period for an employee to care for a spouse, son, daughter, parent, or next of kin covered servicemember with a serious illness or injury incurred in the line of duty on active duty. Next of kin is defined as the closest blood relative of the injured or recovering servicemember. A "serious illness or injury" is an illness or injury that servicemembers receive while they are in the line of duty on active duty and makes them medically unfit to perform the duties of their office, grade, rank, or rating, and it is not the same definition as a "serious health condition." For military caregiver leave, as with other forms of FML, CREATIVA will measure the 12-month period as a rolling 12-month period, and FML already taken for other FML circumstances will be deducted from the total of 26 weeks available.

3.4

Family And Medical Leave (Fml)

What is the procedure for taking FML?

An employee may either request FML or CREATIVA may identify that an employee absence is an FML absence. The following procedure will apply to family and medical leaves:

1. Accrued but unused paid time off must be used in conjunction with and at the same time as the FML. Thus, for example, an employee who has twelve weeks of FML and one week of paid time off will have one of the twelve weeks be paid by the paid time off, and the eleven other weeks will be without pay.
2. Employees will be expected to maintain their share of the cost of healthcare premiums during the course of the FML. If an employee fails to do so, employee coverage will be terminated effective the first day payment was due. This may also include the termination of coverage for employee dependents. Employees should make arrangements concerning how the employee will pay his or her share of the health benefits while the employee is on unpaid leave.
3. In the event the leave is due to a serious health condition, CREATIVA may request medical certification of the serious health condition. Medical certification forms are available in the accounting department and must be completed by the healthcare provider. In the event the serious health condition involves a child, parent, or spouse, certification that the employee is needed to care for that family member is required. Failure to comply with the certification requirement of the serious health condition may result in the denial of the leave request. Employees must provide certification no later than 15 days after requested. Additionally, thirty days thereafter, CREATIVA may request additional certification.
4. While the employee is out on leave, the employee is expected to remain in contact with CREATIVA regarding the expected duration of the leave and anticipated date of return to work.

What about returning to work upon completion of FML?

At the completion of the leave, the employee will be eligible to return to his or her former position or an equivalent position, unless the employee would have been transferred, laid off, or terminated had the employee not been absent due to FML.

CREACTIVA may require the employee upon returning to work to provide medical certification that the employee is able to perform his or her former job, if the leave was due to the employee's serious health condition. Failure to provide certification may result in termination.

3.4

Family And Medical Leave (Fml)

At the completion of the leave, in the event the employee does not return to work for at least thirty days, unless due to unforeseeable circumstances or a serious health condition, CREATIVA may require the employee to pay for CREATIVA's share of the employee's health premiums paid for during the leave.

CREACTIVA will notify those employees who may be designated as "key" employees (as defined under the federal FMLA) and whether they will not be restored to the same or an equivalent position upon completion of their leave.

What forms must be completed by the employee for FML?

A Leave Request Form, which should be completed by the employee at least 30 days in advance if the leave is foreseeable or as soon as possible if it is unforeseeable.

A Certification of Serious Health Condition Form, except for care for a newborn, placement for adoption of a child, or foster care of a child. This form should be completed by a physician or practitioner and returned to CREATIVA within 15 days.

This policy is intended to be consistent with the federal FMLA and is not intended to create any entitlement for employees greater than those required under the federal FMLA. In the event there is any conflict between any statement contained in this Family & Medical Leave Policy and any requirements set forth in the regulations under the FMLA, the regulations will control

3.5

Military Leave

CREACTIVA offers unpaid military leave in accordance with the Uniform Services Employment and Reemployment Rights Act of 1994 (USERRA). Military leave without pay is granted when an employee is recalled, inducted, or voluntarily enters the United States' armed services.

If an employee is called to active duty, the employee must provide the General Manager with a copy of his or her orders.

The employee may use any available Paid Time Off, as appropriate, while receiving military pay, or the employee can take his or her Paid Time Off at another time within that year.

Employees returning to work from military leave will be reinstated, subject to the provisions of USERRA.

3.6

Jury Duty

CREACTIVA will grant leave for jury duty in compliance with all applicable laws. Upon receipt of a jury summons, an employee must submit to the General Manager a copy of the summons on the next workday. In addition, proof of service (compensation statement) must be submitted to management when the period of jury duty is completed. Employees will receive their regular compensation during the period of absence for jury duty. If an employee is selected for jury duty, he/she will still be required to report to work on any day that his/her services as a juror are not required.

3.7

Voting Leave

Employees are granted time off to vote in any municipal, county, state, or federal political party primary or election. To be eligible, an employee must (1) provide CREATIVA with reasonable notice and (2) be eligible to vote and registered to vote on the date on which the primary or election is held. Employees are entitled to time off of no more than one hour. Furthermore, if the employee's schedule starts at least two hours after the opening of the polls or ends at least one hour before the closing of the polls, then the company may not provide time off.

3.8

Bereavement Leave

Employees may be granted up to 3 days off with pay to attend the funeral or memorial service of an immediate family member. "Immediate family" includes parent, spouse, child, brother or sister, mother or father in-law, sister or brother in-law. An employee may use available paid time off or request unpaid leave if additional time off is necessary. Requests for Bereavement Leave should be made to the General Manager before the date of the requested leave.

3.9

Unpaid Leave Of Absence

An employee who has exhausted all paid time off may request an unpaid leave of absence of up to 30 days. The decision to grant an unpaid leave of absence will depend on several factors, including (but not limited to) the employee's performance, CREATIVA's ability to cover the employee's work while out, the duration of the requested leave, and whether additional leave is required by law (e.g., the ADA). Subject to applicable laws, employees taking unpaid leaves of absence are not guaranteed their former position, or any position, upon returning to work. Employees seeking an unpaid leave of absence should contact the General Manager.

3.10

Religious Days

CREACTIVA respects the rights of employees to observe their religion. When it doesn't create an undue hardship on CREATIVA, and consistent with state and federal law, CREATIVA allows employees to be absent in order to observe their religious tenets. Requests for religious day absences should be made to the General Manager.

WORK POLICIES AND OFFICE CONDUCT

4.1

Communication

Effective communication is essential for the smooth operation of our organization. To ensure all employees remain informed and connected, we have established the following guidelines:

Email Communication:

- All employees are required to maintain a valid email address for official company communications.
- Employees must provide their email address to the company and ensure it is regularly monitored.

Paylocity Mobile Application:

1. We utilize the Paylocity mobile app to streamline HR and payroll processes.
2. Employees are expected to download and use the Paylocity app to access and manage their HR and payroll information.
3. The app allows employees to view paychecks, request time off, and receive important notifications.

About Paylocity:

Paylocity is a comprehensive HR and payroll platform designed to simplify and automate various HR functions. It offers features such as payroll processing, benefits administration, and employee self-service portals. By integrating these services, Paylocity helps organizations manage their workforce efficiently and effectively.

By adhering to this communication policy, we aim to foster a transparent and efficient work environment, ensuring all employees have access to the information and tools necessary for their success.

4.2

Solicitation And Distribution

Solicitation by employees is prohibited when the person soliciting or the person being solicited is on working time. Working time is the time employees are assigned or are expected to be working. Working time does not include rest periods, meal breaks, or time before or after work.

Distribution of literature by employees is prohibited during working time and in working areas. Working areas include all areas in which employees work but does not include break rooms or similar areas.

Persons not employed by CREATIVA may not solicit or distribute literature on company property or in the workplace at any time for any purpose.

4.3

Company Property

When using equipment supplied by CREATIVA, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees should notify their supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Employees are prohibited from tampering with CREATIVA property, including (but not limited to) iPads. Any employee violating this policy is subject to disciplinary action, including termination of employment.

Desks, lockers, filing cabinets, and similar items are provided to employees for business use. These items are the property of CREATIVA and are subject to inspection at any time. Employees should have no expectation that these areas will remain private. CREATIVA is not responsible for loss or damage to any personal property brought onto its premises or the client's premises.

All CREATIVA property, including (but not limited to) keys, tools, safety equipment, and handbooks or manuals, must be returned to the General Manager before an employee's last day of work. Failure to return such items may result in the cost of such items being deducted from the employee's final pay.

CREACTIVA property and client property may not be removed from the workplace without prior permission from a manager.

Employees may not use CREATIVA or its client's premises, facilities, equipment, or services for personal use. Using CREATIVA property or equipment or using a client's property or equipment for personal use or for a job other than a CREATIVA job is prohibited. Any employee violating this policy is subject to disciplinary action, including termination of employment, and may be charged for the use of the property.

4.4

Workplace Violence

CREACTIVA prohibits any form of violence or threats of violence against an employee, supervisor, or third party, including customers/clients and vendors.

Prohibited conduct includes (but is not limited to) making threats, shouting or using profanity, damaging property, or physical assault. Employees are also prohibited from possessing weapons in the workplace.

Employees who observe or otherwise gain knowledge of any potential violations of this policy must report them to their supervisor or General Manager immediately.

4.5

Workplace Safety

Employees are required to comply with all applicable federal, state, or local safety regulations in the performance of their duties. Employees are also expected to familiarize themselves and comply with all safety rules and guidelines of CREATIVA, including (but not limited to) the Hazcom/Right to Know Policy.

Employees who observe or otherwise gain knowledge of any unsafe conditions or potential hazards immediately must report them to their supervisor or the General Manager.

Each employee must:

- a. take reasonable care for his or her own health and safety and the health and safety any other person who may be affected by the employee's acts or omissions at work;
- b. cooperate with CREATIVA to achieve a safe and healthy environment by complying with all company policy and procedures;
- c. be familiar with the health and safety policies and procedures and comply with them at all times;
- d. report immediately all accidents, incidents, near misses, or hazards in the workplace;
- e. be aware of the procedures for first-aid treatment and management procedures for emergencies and major incidents (only trained and qualified personnel may administer first aid or manage emergency and major incidents);
- f. not interfere with or misuse intentionally or recklessly anything provided in the interests of health and safety; and
- g. ensure that visitors and contractors comply with the health and safety requirements of CREATIVA.

4.6

Employee Use Of Vehicles

This policy addresses employees who operate any motorized vehicle (of whatever type) owned by CREATIVA or who drive a personal vehicle while conducting CREATIVA business.

Employees who operate a vehicle owned by CREATIVA or who drive a personal vehicle while conducting CREATIVA business are expected to operate the vehicle in a safe and appropriate manner.

Violation of this policy may result in disciplinary action, up to and including discharge.

Unless otherwise stated, the following is a list of guidelines that should be observed any time an employee operates a motorized vehicle while conducting CREATIVA business, regardless of whether the vehicle is owned by CREATIVA.

This list is by no means exhaustive and, of course, common sense should always be observed.

1. Employees must receive written permission from the General Manager to operate a CREATIVA-owned vehicle.
2. Employees may use their personal vehicles for CREATIVA business travel only after consulting with and receiving approval from the General Manager.
3. All drivers must have a valid driver's license (or commercial driver's licenses if applicable).
4. All drivers must ensure that vehicle inspections are carried out before use of the vehicle. In particular, before using the vehicle, the employee must check the following:
 - a. lights, horn, turn indicators, brake lights;
 - b. windshield wipers and windshield;
 - c. tire condition and tire pressure;
 - d. reflectors, if any; and
 - e. body of vehicle.
5. Vehicles may not to be operated unless in a safe operating condition. Vehicle defects and needed repairs to CREATIVA-owned vehicles should be reported in writing to management immediately. Employees using their personal vehicles for CREATIVA business must ensure that their vehicle has regular maintenance and inspections, including ensuring that the brakes are in good working condition.
6. Drivers must be physically and mentally able to drive safely.

4.6

Employee Use Of Vehicles

7. Drivers must conform to all traffic laws and make allowances for adverse weather and traffic conditions.
8. While on CREATIVA business or in a CREATIVA-owned vehicle, employees may not be under the influence of illegal drugs or alcohol while operating a vehicle, nor may they be under the influence of legal drugs in a manner that affects their ability to drive safely.

Illegal drugs or alcohol are not permitted at any time in a CREATIVA-owned vehicle, or in any vehicle while being used for CREATIVA business.

9. Smoking is not allowed in a CREATIVA-owned vehicle or when other CREATIVA employees are in the vehicle.
10. Talking on a cell phone, smartphone, or similar device without a headset or a hands-free speaker phone while operating a CREATIVA-owned vehicle, or while operating your own vehicle while on CREATIVA business, is prohibited.

Texting, operating apps, or otherwise operating a cell phone, smart phone, or similar device is also prohibited while driving on a CREATIVA-owned vehicle or driving a personal vehicle on CREATIVA business.

11. Employees should not deviate to perform personal business or errands while driving on CREATIVA business.
12. Employees may not permit the vehicle to be driven by any other person, unless it is another CREATIVA employee authorized to drive.
13. Only CREATIVA employees and individuals who have a business reason for riding are permitted to travel in a CREATIVA vehicle.
14. All occupants must wear seat belts whenever the vehicle is in motion. Drivers must ensure that all other laws and regulations are observed by all occupants of the vehicle.
15. Employees are solely responsible for personal items left in the vehicle.
16. If an employee receives a traffic citation while on CREATIVA business or in a CREATIVA-owned vehicle, the employee must immediately report the citation to management. The employee will be responsible for paying any fine or penalty.

4.6

Employee Use Of Vehicles

17. Employees who are authorized to operate CREATIVA-owned vehicles or drive on CREATIVA business are required to immediately report any suspension of their driver's license, any arrest or citation for driving under the influence, or any other violation that may lead to the suspension of their driver's license.
18. All driving accidents will be investigated. If the employee is at fault for the accident, the employee may be subject to disciplinary action and may be required to pay the cost of repairs to the company vehicle.

4.7

Employee Use Of Company Telephone

CREACTIVA supplies mobile telephone to some employees. With limited exception for emergency situations, these phones are to be used for business purposes only.

Personal use of these devices may result in disciplinary action, up to and including discharge. Should an employee use the device in such a manner that additional costs and fees are assessed for usage, the employee may be required to reimburse CREATIVA for such costs and fees.

If such costs and fees are outstanding at the time of employee separation from employment, the costs and fees may be withheld from the employee's final pay.

4.8

Dress Code

Employees are expected to exercise common sense and good judgment regarding their clothing and appearance in the workplace and to dress in a manner that is consistent with CREATIVA's image and the requirements of the employee's position.

Workers should dress appropriately for the weather and other conditions of the job site. Employees must wear shirts, long pants, and closed-toe black shoes with a slip-resistant sole at all times.

Clothes must not be overly tight or overly loose or baggy, and any jewelry must not be dangly or bulky. Safety equipment that is assigned (for example, hard hats, safety glasses) must be worn at all times.

An employee should direct any questions about what constitutes appropriate workplace attire to the employee's supervisor.

4.8

Dress Code

At CREATIVA, employees are expected to demonstrate common sense and good judgment regarding their clothing and appearance in the workplace.

Our dress code is designed to align with CREATIVA's professional image and the specific requirements of each employee's position.

General Guidelines

•Uniform Standards:

Employees must wear the designated uniform at all times, ensuring that the **Creactiva logo is visible**.

• Cold Weather Attire:

Cold weather clothing should be worn underneath the uniform and must not detract from the uniform's appearance.

•Color Requirements:

Only colors that align with the company image (black, white, gray) are permitted under uniforms.

•Headwear:

Hats must feature the Creactiva logo or be black or gray. Hat use is limited to employees who work in outdoor conditions. Hats should not be worn indoors. Hats, caps, beanies, or skullcaps are not permitted while on indoor duty.

•Pants:

Employees must wear plain, all-black pants. Acceptable styles include dress pants or slacks. The following are not permitted: cargo pants, jeans, leggings, sweatpants, or shorts.

•Uniform Top:

A uniform top will be provided upon your arrival and must be worn at all times while on duty.

•Shoes:

Employees are required to wear black, slip-resistant shoes.

•Jewelry:

Jewelry should be minimal and should not include dangly or bulky items.

•Safety Gear:

Assigned safety equipment (e.g., hard hats, safety glasses) must be worn at all times when required.

4.9

Inclement Weather

In the event of inclement weather, CREATIVA's General Manager will determine whether employees should report to work.

Employees are expected to report for work if CREATIVA is open. However, there may be circumstances in which CREATIVA is open, but the employee may be unable to get to work safely due to inclement weather conditions. In this case, the employee should use his or her best judgment in making the determination of whether or not it is safe to come to work.

Employees who are unable to report to work because of inclement weather conditions will be permitted to use paid time off leave or, if no paid time off leave is available, such employees will be granted an authorized unpaid absence.

4.10

Drug And Alcohol Policy

CREACTIVA will not tolerate the sale, possession, distribution, use of, or being under the influence of alcohol or illegal drugs on the job.

A violation of this policy could result in disciplinary action, up to and including immediate discharge.

CREACTIVA conducts drug tests on applicants and employees as part of its efforts to enforce this policy.

Possession or use of drugs in accordance with a lawful prescription is not prohibited under this policy, but an employee must inform his or her supervisor or the General Manager if the employee is prescribed medication that may cause impairment of the employee or a safety problem.

At company-sponsored social events where alcoholic beverages are served, all employees are responsible for drinking responsibly, not driving while impaired, and remaining fully accountable for their conduct.

Employees also should familiarize themselves with CREATIVA's stand-alone Drug and Alcohol Policy, which contains additional information regarding the scope and enforcement of this policy, including the circumstances under which drug and alcohol testing may be performed.

A copy of the stand-alone Drug and Alcohol Policy can be obtained from your supervisor or the General Manager.

If you have a reasonable belief that an individual is under the influence of illegal drugs or alcohol during work, you should immediately report it to your supervisor, or the General Manager.

4.11

Smoking at work

CREACTIVA encourages healthy practices and operates a non-smoking policy in the workplace. Vaping or use of electronic cigarettes is considered smoking under this policy.

Employees must follow rules related to smoking at the client's facility if inconsistent with this policy. This policy must be observed by all employees. If a smoking area is provided for the use of employees at a client's facility, an employee may only smoke in the designated area and only on approved breaks.

Failure to comply with this policy may result in disciplinary action.

NO SMOKING AND TOBACCO POLICY

CREACTIVA is committed to providing a safe and healthy work environment for all employees. In alignment with this commitment, the following policy regarding smoking and tobacco use on job sites is established.

Policy Guidelines

No Smoking:

- Smoking is strictly prohibited on all CREATIVA job sites. This includes, but is not limited to, cigarettes, cigars, pipes, and electronic smoking devices (e-cigarettes, vapes, etc.).
- Designated smoking areas are not permitted on job sites.

No Chewing Tobacco:

- The use of chewing tobacco is also prohibited on all CREATIVA job sites. This includes any form of smokeless tobacco products.

Health and Safety:

- The no smoking and no tobacco policy is in place to promote the health and safety of all employees and to maintain a clean and professional work environment.
- Employees are encouraged to seek assistance for tobacco cessation programs if needed.

Compliance:

- All employees are expected to comply with this policy. Failure to adhere to the no smoking and no tobacco guidelines may result in disciplinary action, up to and including termination of employment.

4.11

Smoking at work

Reporting Violations:

- Employees who observe violations of this policy are encouraged to report them to their supervisor or management. All reports will be handled confidentially.

Additional Information

For any questions or concerns regarding this policy, please contact your supervisor or the HR department.

By adhering to this policy, we can ensure a healthier workplace for everyone at CREATIVA.

4.12

Business Expenses

Employees will be reimbursed for any pre-approved business-related expenses that are reasonable and wholly necessary in the course of any approved CREATIVA business.

Employees must have approval before the expense is incurred and must provide a receipt for the expense.

Employees who are issued a company credit card are responsible for managing business-related expenses in accordance with company guidelines.

To ensure proper documentation and approval, the following requirements must be met:

Expense Reporting:

1. Employees must complete and submit an expense report by the first of every month.
2. The report should include all business-related expenses incurred during the previous month, with clear documentation and receipts attached.

Approval Process:

1. The completed expense report must be reviewed, signed, and approved by management before it is submitted for processing.

Failure to submit the expense report on time or in the correct format may result in delays in processing or further action. Employees are expected to adhere to company policies and maintain accurate records of all business expenses.

4.13

Confidentiality

In the course of your employment, you may have access to and be entrusted with confidential information about the Company.

All information which: **(1) is or has been acquired by you during the course of your employment, or has otherwise been acquired by you; and (2) related particularly to the business of CREATIVA (including details of suppliers, customers/clients, and prices); and (3) has not been made public by CREATIVA or by someone authorized by CREATIVA, is confidential.**

Except in the course of the business of CREATIVA or as required by law, you may not at any time—whether during your employment or after the termination of employment—disclose such confidential information to any person without the written consent of CREATIVA.

You must also use your best endeavors to prevent publication or disclosure of any CREATIVA confidential information.

4.14

Notices And Instructions

Employees should familiarize themselves with all CREATIVA notices and instructions, including those displayed on notice boards or delivered by letter, memorandum, newsletter, or email.

4.15

Security Of Premises

Employees must follow the client's security rules. Keys for the client's premises must be kept safe, and the alarm procedure must be followed. You may not divulge to any person that you hold keys for a particular building or that you are aware of alarm codes.

4.16

Shuttle Buses

Employees must fill the front seats of the shuttle bus first, because filling the back of the bus first prevents proper time entries.

Inappropriate behavior at work is prohibited and will not be tolerated, and this includes inappropriate behavior on a shuttle bus. Inappropriate behavior that is prohibited includes (but is not limited to) tampering with or removing items from the iPad or removing the iPad to use the charger for a phone.

The iPad is only to be used for time punches.

Shuttle buses may be equipped with cameras for monitoring employee conduct.

4.17

Security Camera and iPad Usage in Passenger Van

Security Camera Installation

To ensure the safety and security of employees, two security cameras have been installed in the passenger van—one in the front and one in the back seat area. These cameras record both video and audio at all times when the van is in use.

Purpose and Use of Footage and Audio

1. The cameras will record all activities and conversations inside the van for security purposes and to ensure adherence to company policies.
2. The recorded footage and audio will be reviewed only in cases of incidents, disputes, or violations of company policies.

Prohibition Against Tampering

1. Any attempt to tamper with, interfere with, or damage the cameras is strictly prohibited.
2. Employees found responsible for tampering with or damaging the cameras will face disciplinary action, up to and including termination. Additionally, the responsible individual will be required to cover the full cost of repairing or replacing the cameras.

iPad Usage for Clocking In/Out

1. An iPad is installed in the passenger van to serve as a designated clock-in/out station for employees using the van for work-related duties.

Clock-In/Out Requirements

1. Employees are required to use the iPad to clock in before beginning their shift and clock out after their shift or trip. Accurate clock-in/out records are essential for payroll and compliance purposes.
2. Clock-ins must be done personally by each employee. Under no circumstances should an employee clock in or out on behalf of another employee.
3. If it is discovered that an employee has clocked in or out for someone else, both parties involved may face disciplinary action, which could include suspension or termination.

iPad Usage

1. The iPad is to be used solely for work-related purposes, such as clocking in and out or accessing approved company applications.
2. Any unauthorized use of the iPad for personal reasons is prohibited and may result in disciplinary action.

4.17

Security Camera and iPad Usage in Passenger Van

Compliance and Monitoring

1. By using the company van and related equipment, all employees agree to comply with the terms of this policy. The cameras and iPad are tools to help maintain a safe and efficient working environment.

Privacy Considerations

1. The cameras record both video and audio inside the van. The company will ensure that all footage and audio recordings are handled responsibly and used strictly for safety and policy compliance purposes.

Disciplinary Action

1. Violations of this policy, including failure to clock in/out personally or tampering with the cameras, may lead to disciplinary actions, including but not limited to verbal or written warnings, suspension, termination, and financial liability for any damages caused.

4.18

Key Card and Physical Key Policy

All employees using company key cards, badges with door access, or physical keys are responsible for their safekeeping.

Please adhere to the following guidelines:

1. Daily Pick-Up and Return:

All key cards, badges, and physical keys must be picked up at the start of your shift and returned to the key box at the end of each workday.

2. Replacement Cost:

If a key, badge, or key card is lost, a \$500 replacement fee will be charged.

3. AirTag Use:

Some key cards, badges, or physical keys may be equipped with an AirTag for tracking purposes. If yours has an AirTag, it is there for security reasons to assist in locating lost items and preventing unauthorized access. You are responsible for maintaining both the item and its AirTag.

By using a key, badge, or key card, you agree to follow this policy and understand the associated responsibilities, including the daily return procedure and potential replacement costs.

4.19

Clear Bag Policy

In order to ensure the safety and security of all employees and visitors at CREATIVA, we have established a Clear Bag Policy.

This policy is designed to streamline the inspection process and enhance the security of our facilities.

Policy Guidelines

1. Permitted Bags:

Only clear bags are allowed on the premises. Bags must be made of clear plastic, vinyl, or PVC material, and must not exceed the following dimensions:

- Size: 12" x 6" x 12" (equivalent to a standard large purse)
- Alternative Options:
Small clutches or wallets that are no larger than 4.5" x 6.5" are also permitted.

2. Prohibited Bags:

The following items are not allowed:

- Non-transparent bags of any kind (e.g., backpacks, handbags, diaper bags, etc.)
- Bags containing any non-approved items
- Large purses or bags that exceed the size limits outlined above

3. Inspection Procedures:

All bags will be subject to inspection upon entry. Employees and visitors should allow extra time for this process to avoid delays.

4. Exceptions:

- Medical bags or equipment necessary for personal health or safety may be permitted but must be declared and inspected at the entrance.
- Any other exceptions will require prior approval from management.

5. Compliance:

Employees are expected to comply with this policy.

Failure to adhere to these guidelines may result in denial of entry or removal of prohibited items.

4.20

Equipment Damage And Loss Policy

At CREATIVA, we strive to maintain a high standard of equipment care and accountability. This policy outlines the responsibilities of employees regarding the use of equipment assigned to them and the potential for charges in the event of damage or loss.

Policy Guidelines

1. Responsibility for Equipment:

Employees are responsible for any Creactiva equipment assigned to them at their job location. This includes, but is not limited to, tools, cleaning supplies, safety gear, and other equipment necessary for job performance.

2. Inspection and Reporting:

Employees must inspect their assigned equipment at the beginning of each shift and report any existing damage or malfunctions to their supervisor immediately. Failure to report issues may result in accountability for subsequent damage.

3. Damage and Loss Charges:

- If equipment is damaged or lost while in an employee's possession, the employee may be held financially responsible for repairs or replacement costs.
- The charge will be determined based on the value of the damaged or lost equipment and the number of employees assigned to that specific job location.
- Employees will be notified of the charge and provided with a detailed explanation before any deductions are made from their pay.

4. Mitigation of Charges:

Employees are encouraged to take all necessary precautions to prevent damage or loss of equipment. This includes following operational guidelines and safety procedures.

5. Review and Appeals:

Employees have the right to review any charges and appeal decisions regarding damage or loss of equipment. Appeals should be submitted in writing to management within seven (7) days of notification.

Additional Information

By adhering to this policy, we ensure the proper care and accountability of our equipment, ultimately benefiting all employees and enhancing our operational efficiency.

4.21

Information Disclosure Policy

At CREATIVA, we recognize the importance of maintaining confidentiality and protecting proprietary information related to our operations, practices, and client relationships.

This policy outlines the guidelines for disclosing information to clients and the appropriate handling of sensitive information.

Policy Guidelines

1. Confidential Information:

Employees must treat all company information, practices, and operational methods as confidential unless expressly authorized for disclosure. This includes proprietary processes, strategies, client lists, and any other sensitive data.

2. Disclosure to Clients:

- Employees may only disclose information to clients that is relevant to the services being provided and that has been approved by management.
- All communications with clients must reflect the company's values and maintain professionalism.

3. Approval Process:

Any information that employees wish to share with clients must be reviewed and approved by a supervisor or management. This includes written communication, presentations, and verbal discussions.

4. Non-Disclosure Agreement (NDA):

All employees will be required to sign a Non-Disclosure Agreement (NDA) upon hiring or before being given access to sensitive company information. This agreement will outline the employee's responsibilities regarding the handling of confidential information.

5. Training and Guidelines:

- Employees will receive training on the appropriate handling of confidential information and the protocols for communicating with clients.
- Guidelines will be provided to help employees understand what information can be disclosed and the proper methods for doing so.

4.21

Information Disclosure Policy

6. Consequences of Unauthorized Disclosure:

- Unauthorized disclosure of confidential information is strictly prohibited and may result in disciplinary action, up to and including termination of employment.
- Employees may also be held liable for any damages resulting from unauthorized disclosures.

7. Reporting Violations:

Employees are encouraged to report any suspected violations of this policy to their supervisor or management. All reports will be treated confidentially.

Additional Information

For any questions or concerns regarding this policy, please contact your supervisor or the HR department.

By adhering to this policy, we can protect the integrity of our operations and maintain the trust of our clients and stakeholders at CREATIVA.

INFORMATION TECHNOLOGY

5.1

Use Of Computer Systems

CREACTIVA's computer systems, including email, internet access, and phones (collectively "computer systems") are the property of CREATIVA and are intended for official business.

Users are accountable for all activity associated with their accounts. All messages sent and received via CREATIVA's computer systems are considered property of CREATIVA and are subject to monitoring, including individual internet usage.

Users have no expectation of privacy when using CREATIVA's computer systems. CREATIVA, at its discretion, may block certain internet sites that it deems inappropriate.

Improper Use

1. CREATIVA's computer systems may not be used to access, subscribe to, transmit, or store objectionable material, images, or content. This includes sexually explicit content, online games, gambling, jokes, or other content that may violate CREATIVA's Anti-Harassment policy. In the event a user receives such content from an external source, such content should immediately be deleted.
2. Users may not send threatening, insulting, obscene, abusive, derogatory, defamatory or harassing messages.
3. Any use of CREATIVA's computer systems must not constitute or be perceived as a conflict of interest, must not violate CREATIVA's policies, and must not interfere with normal business activities and operations.
4. Users may not violate any laws or regulations through the use of CREATIVA's computer systems.
5. Users may not use CREATIVA's computer systems in an unauthorized manner to send confidential information, proprietary information, trade secrets, or any other privileged and confidential information.
6. CREATIVA's computer systems should not be used to forward chain letters, hoaxes, or support other such "re-mailing" activities.
7. CREATIVA's computer systems may not be used to conduct, promote, operate, or otherwise administer a personal business or conduct non-CREATIVA solicitations or business.

A user who fails to comply with these standards may be denied future access to CREATIVA's computer systems and, if appropriate, be subject to disciplinary action up to and including discharge.

5.2

Social Media Policy

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log, blog, microblog, journal, diary, personal web site, social networking or affinity web site, web bulletin board, or a chat room, whether or not associated or affiliated with CREATIVA, as well as any other form of electronic communication.

Social media includes—but is not limited to—well known sites like Facebook, Twitter, Instagram, LinkedIn, etc.

The same principles and guidelines that apply to your work activities apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved.

Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees, or otherwise adversely affects clients, vendors, or other groups we work with, or CREATIVA's legitimate business interests, may result in disciplinary action up to and including termination.

Know and Follow the Rules

Carefully read these guidelines, as well as the other provisions of this Handbook, and ensure your postings are consistent with these policies. Inappropriate postings that include discriminatory remarks, prohibited harassment of other employees, threats of violence, or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Appropriate

Always be fair and courteous to employees, clients, vendors, or other groups we work with. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by using our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, libelous, threatening, bullying, or disparaging to clients, employees, or vendors.

Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, or any other status protected by law or company policy. Nothing in this policy or these guidelines should be understood as prohibiting lawful activity under the National Labor Relations Act or other applicable law.

5.2

Social Media Policy

Be Honest and Accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered.

Remember that the internet archives almost everything; therefore, even deleted postings can be searched. Even if you have privacy settings that limit who can see what you post on social networking sites, the posts are still seen by a segment of the public and in some cases can be made public or retransmitted by someone else in a way that identifies you as the source of the communication.

Never post any information or rumors that you know to be false about CREATIVA, fellow employees, clients, vendors, other groups we work with, or competitors. After your employment ends, you must remove anything from social networking sites that identifies you as a current employee.

Post Only Appropriate Content

1. Maintain the confidentiality of CREATIVA's trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications.
2. Do not create a link from your blog, website, or other social networking site to a CREATIVA website without identifying yourself as a CREATIVA employee.
3. Express only your personal opinions. Never represent yourself as a spokesperson for CREATIVA. If CREATIVA is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of CREATIVA, fellow employees, clients, vendors, or other groups we work with. If you do publish a blog or post online related to the work you do or subjects associated with CREATIVA, make it clear that you are not speaking on behalf of CREATIVA. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of my employer, CREATIVA."

Using social media at work

Refrain from using social media while on work time or on equipment CREATIVA provides, unless it is work-related as authorized by your supervisor. Do not use CREATIVA email addresses to register on social networks, blogs, or other online tools used for personal use.

5.2

Social Media Policy

Retaliation is prohibited

CREACTIVA prohibits taking negative action against any employee for reporting in good faith a possible deviation from this policy or for cooperating in an investigation.

Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts

Employees should not speak to the media on CREATIVA's behalf without contacting the General Manager. All media inquiries should be directed to the General Manager.

If you have questions or need further guidance, please contact the General Manager.

CODE OF CONDUCT



Act With Integrity

At Creactiva Commercial Services, we expect all employees to act with honesty, fairness, and transparency. Integrity is fundamental to our success, and we trust our team to make ethical decisions and uphold the highest standards in every interaction.



Be Accountable

At Creactiva Commercial Services, we take responsibility for our actions and decisions. Employees are expected to be accountable for their work, meet commitments, and address challenges with a proactive and solution-oriented approach.



Respect Others

At Creactiva Commercial Services, we value a culture of respect. Employees are expected to treat colleagues, clients, and partners with kindness, professionalism, and consideration, fostering an inclusive and supportive work environment.

PROFESSIONAL DEVELOPMENT



Training Opportunities

At Creactiva Commercial Services, we are committed to supporting your growth. Employees are encouraged to take advantage of training opportunities to enhance their skills and advance their careers, ensuring continuous development and success.



Improve Time Management

At Creactiva Commercial Services, we prioritize efficiency and productivity. Employees are encouraged to manage their time effectively, meet deadlines, and balance responsibilities to ensure the smooth operation of our business.



Industry Knowledge

At Creactiva Commercial Services, staying informed about industry trends and best practices is key to our success. Employees are encouraged to continuously expand their knowledge to remain competitive and deliver high-quality service to our clients.



Leadership Training

At Creactiva Commercial Services, we believe in developing strong leaders. Employees are encouraged to participate in leadership training to enhance their skills, foster teamwork, and prepare for future leadership roles within the company.



Continue Your Education

At Creactiva Commercial Services, we support lifelong learning. Employees are encouraged to pursue further education and professional development opportunities to expand their knowledge, enhance their skills, and contribute to the company's success.

ENVIRONMENTAL RESPONSIBILITY

At Creactiva Commercial Services, we are committed to minimizing our environmental impact and promoting sustainability. We believe in taking proactive steps to conserve resources, reduce waste, and protect the environment for future generations. Our approach to environmental responsibility is integrated into our operations, products, and services, ensuring that we conduct business in an environmentally sustainable manner.

Creactiva Commercial Services recognizes the importance of environmental sustainability and strives to implement practices that reduce our carbon footprint and resource consumption. This policy includes:

- **Resource Efficiency:**

We will minimize the use of energy, water, and materials, seeking efficient solutions in our operations.

- **Waste Reduction:**

We will reduce waste through recycling and reusing materials whenever possible and strive for responsible disposal of non-recyclable items.

- **Sustainable Products and Services:**

We are committed to using eco-friendly cleaning products and materials that have a minimal environmental impact.

- **Employee Engagement:**

We will actively educate and encourage employees to adopt environmentally responsible practices in their daily work.

- **Compliance:**

We will adhere to all applicable environmental regulations and standards.

Environmental Responsibility Principle

Our core principle is to continuously assess and improve our environmental impact. Creactiva Commercial Services is dedicated to integrating sustainable practices into every aspect of our operations and fostering a culture where environmental responsibility is prioritized. We believe that by working together, we can make a positive contribution to the environment while providing excellent services to our clients.

GRIEVANCE PROCEDURE

01

Speak To Supervisor

If you have a grievance, start by discussing it with your supervisor. Open communication helps resolve issues quickly and effectively.
If unresolved, further steps will follow.

02

Contact HR

If the issue is not resolved after speaking with your supervisor, please contact Human Resources at **management@creactivagroup.com**. HR will assist in addressing the concern and guiding you through the next steps.

03

Formal Complaint

If the issue remains unresolved after contacting HR, you may file a formal complaint.

A detailed investigation will be conducted, and appropriate actions will be taken in accordance with company policies.

Please submit your formal complaint in writing to HR at **management@creactivagroup.com**.

EMPLOYEE BENEFITS



Life Insurance

Creactiva Commercial Services offers life insurance coverage to eligible employees. For more information about the coverage details and options available, please refer to the yearly benefits package guide.



Medical Insurance

Creactiva Commercial Services provides medical insurance options for eligible employees. For detailed information on coverage, plans, and enrollment, please refer to the yearly benefits package guide.



Vision and Dental Insurance

Creactiva Commercial Services offers vision and dental insurance options to eligible employees. For more information on the available plans and coverage details, please refer to the yearly benefits package guide.



Performance Review Policy

Creactiva Commercial Services conducts performance reviews to assess employee performance, provide constructive feedback, and identify areas for growth.

Reviews are conducted annually or as needed based on the employee's role and performance. Employees will receive feedback on their strengths, areas for improvement, and goals for the upcoming period.

Performance reviews are an opportunity for employees to discuss career development, address any concerns, and align expectations with management.

Employees are encouraged to actively participate in the review process to support their continued success within the company.



Acknowledgement Receipt

I have received a copy of the CREATIVA employee handbook. By signing below, I acknowledge that I have been given the opportunity to read and ask any questions that I might have about the policies, that I understand them, and that I will support and follow these policies.

I understand that my failure to abide by these policies and any other Company policies in the employee handbook may result in disciplinary action, up to and including termination.

I understand that because CREATIVA is a growing and changing organization, it reserves full discretion to unilaterally add, modify, delete, or otherwise change provisions of this manual, or the policies or procedures on which they may be based, at any time without advance notice or other consideration.

I understand that the employee handbook does not constitute a contract of employment. I understand that I am free to terminate my employment at any time, and that CREATIVA is free to terminate my employment at any time, with or without cause and with or without prior notice.

I understand that nothing in the employee handbook confers any right to continued employment. I further understand that CREATIVA reserves the unrestricted right to change or modify the terms of the available employee benefits at any time without prior notice and that CREATIVA reserves the sole discretionary authority to interpret all provisions of the employee handbook and available employee benefits.

I understand that I have a responsibility to take care of the property and equipment CREATIVA and CREATIVA's clients. I understand that I may not use any CREATIVA property and equipment or its clients' property and equipment for personal reasons or for any other company. I understand that I may be charged for the value of the property if I use CREATIVA property or equipment or use its clients' property or equipment for personal use or for any other company.

I understand that I may be charged for any misuse of CREATIVA's or CREATIVA's clients' property or equipment in a way that causes damage to the property or equipment. I consent to deducting from my wages any charges for unauthorized use of, misuse of, or damages to CREATIVA's or CREATIVA's clients' property or equipment.

Acknowledged and understood:

Employee Name: _____

Address: _____ **Number:** _____

Date: _____ **Signature:** _____

CONTACT



For any questions or additional information regarding company policies, benefits, or procedures, please contact Human Resources. We are here to assist you and provide further clarification as needed.

- 205-848-2780
- management@creactivagroup.com
- www.creativagroup.com
- PO Box 43006, Vestavia Hills, AL 35243