

NYCKEL CITY LLC's Policies on Safety in the Workplace

1. Our job sites are not our homes. Therefore, no Team Member should be smoking on or in the premises. If you need to take a "smoke break", of course you may. We recommend doing so off the Client's property.
2. Lifting: DO NOT ATTEMPT TO LIFT ANYTHING YOU KNOW IS TOO HEAVY FOR YOU TO LIFT ALONE.
3. All job assignments require teams of 2 Cleaners. Working alone is no longer permitted due to recent circumstances. DO NOT UNDER ANY CIRCUMSTANCES BEGIN TO WORK IN A HOME OR AIRB&B WITHOUT YOUR PARTNER. Doing so will result in a written warning. A second infraction will result in termination.
4. BE VERY CAREFUL when mixing chemicals. Google is FREE. So, search what chemicals can be safely mixed and at what quantities. We do not expect anyone to have a background in Chemistry.
5. When driving, do not exceed the speed limit. If you should incur a speeding fine, you will be solely responsible for paying that fine. It should go without saying, speeding can also lead to traffic accidents that can result in fatalities. Get to and from the work site safely. In cases of emergencies, Nyckel City LLC may make exceptions.
6. ALWAYS BE AWARE of your surroundings. Cleaners enjoy listening to music or speaking with an associate on their phone, using their ear buds or headphones. This will prevent you from hearing any pending danger nearby. That "Spidey-sense" we get is actually reliant on our sense of hearing far more than your physical proximity to danger. We live in a world of good people, but we also share this world with "predatory" individuals that see others as targets. ALWAYS BE AWARE. We have no reason to trust our safety to complete strangers. Some clients will leave you alone in their home while they go to work or run errands. This is a time when ANYTHING can happen and YOU could be the first person the Client blames. Be aware of your surroundings at all times.
7. Naturally, many of us at Nyckel City LLC have familial obligations and we celebrate family. For safety and insurance purposes, Team Members may not bring their small children to their work site. If childcare becomes an issue, just stay home. There's no reason to risk the safety of your child just to make some money. There will be more opportunities to meet your financial needs, as we know by looking at our schedules on the Portal.
8. Under no circumstances should an employee or Team Member arrive at a job site intoxicated/under the influence. This behavior endangers yourself and those around you. The first violation of this policy WILL be your last. There is a ZERO TOLERANCE

approach to this policy. We simply cannot have anyone on staff that is a clear and present danger to the safety of others and themselves.

9. Attire: As stated in the “Behavior Commitment” everyone signs at the beginning of employment with us, no one is permitted to wear bonnets, sweat pants, pajamas, ripped clothing, dangling jewelry, crocs, slippers, flip-flops, shorts, dresses or skirts. PERMITTED: KHAKI/JEANS, sneakers or boots, sweaters, short sleeved shirts and t-shirts without offensive graphics.
REQUIRED: Wearing your ID badge at all times while on duty.
10. PHONES: Under no circumstances should your phone be on “Do not disturb” or off while on duty. Your Regional Director will always attempt to check-in with you during the course of the assignment and not being able to reach you is a signal to us to make a physical welfare check. Leave the RINGER ON and LOUD. If the Client has a problem with this for ANY reason, step outside of the property and contact your Regional Director. This is suspicious behavior on the part of a Client and we will address it immediately.
11. If a Client or other residents in the building do ANYTHING that makes YOU feel like your safety is at risk, LEAVE THE SITE IMMEDIATELY and, if needed you may also contact the Driver that transported you to get you and then contact your Regional Director to explain the situation. You will not suffer any form of discipline for following your natural instincts. Your safety is our #1 priority, above all else, especially above money. The Admin will take over from there. You will be paid for one hour at your hourly rate for showing up on-time and ready to work.
12. If a Client is not at the residence when you arrive, doesn’t answer the door after several attempts, after at least 30 minutes of waiting and attempts to contact the Client, you will leave the job site. Be sure to reach out to your Regional Director so that they may attempt to contact the Client. Client will be charged a “LOCK OUT FEE”.

If this list is incomplete in your view, you are welcomed to send suggestions for us to add by emailing it to HR@NYCKELCITY.COM.

Thank you everyone.