



Coastal | Hospitality

EMPLOYEE HANDBOOK

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info@coastalhospitalityUSA.com

We invite you to visit our Website

www.coastalhospitalityusa.com



Join Our Community!

LinkedIn: <https://www.linkedin.com/in/coastalhospitality/>

Facebook: <https://www.facebook.com/coastalhospitalityusa/>

Twitter: https://twitter.com/CoastalHosp_USA

Instagram: <https://www.instagram.com/coastalhospitalityusa/>

DISCLAIMER

This handbook and any policy or policies contained in it DO NOT create a contract of employment. This handbook and any policy or policies contained in it ARE NOT an offer of a contract of employment.

While you are employed by Coastal Hospitality and depending on your state, you could be an employee at-will, always, and for all purposes. This means that you may terminate your employment at any time without prior notice, for any reason, or no reason at all. It also means that Coastal Hospitality (Depending on the state you live in) may terminate your employment at any time without prior notice, for any reason, or no reason at all.

Any policy contained in this handbook can be changed or discontinued at any time without prior notice, by Coastal Hospitality. No one other than Coastal Hospitality may change or discontinue any policy or policies in this Handbook. No statement or promise by anyone other than Coastal Hospitality may be interpreted as a change in policy, or an agreement between that person and the employee.



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Download our **GIGTRACKS** Mobile App by clicking on link below

- **ANDROID PHONE LINK:**
<https://play.google.com/store/apps/details?id=com.staffing.jobeam>
- **iPHONE USERS LINK:**
<https://itunes.apple.com/us/app/gigtracks/id1378873687?mt=8>

THEN::: REGISTER “I want to work”

After submitting your profile our compliance team will review for approval.

****Phone Interviews will be conducted after registration is complete**
Valid ID documentation verification will be required for job placement**

**While working at Coastal Hospitality
you agree to abide by all HIPPA Privacy rules.**

The HIPAA Privacy Rule

The HIPAA Privacy Rule establishes national standards to protect individuals’ medical records and other personal health information and applies to health plans, health care clearinghouses, and those health care providers that conduct certain health care transactions electronically. The Rule requires appropriate safeguards to protect the privacy of personal health information and sets limits and conditions on the uses and disclosures that may be made of such information without patient authorization. The Rule also gives patients’ rights over their health information, including rights to examine and obtain a copy of their health records, and to request corrections.



EMPLOYMENT VERIFICATION

We consider candidates for assignments and/or inter-views **only after** verifying past employment/references. We make at least two attempts to contact your previous employers. If we are unable to verify your previous employment and are unable to get other references on your behalf, we will contact you for more options. If we are still unable to obtain any verifiable references, this will unfortunately result in an *incomplete* file and we will be unable to offer you assignments or inter-views.

Best Candidate for the Job

We seek the best candidate by first looking at our current temporary employees and applicants. We don't hire everyone that applies.

While we may have several openings, they may not match your personal goals. Unfortunately, we don't always have job opportunities to place all our wonderful candidates.

CURRENT OPENINGS

If we feel there is an opening that might interest you we will send you a notification through the GigTRACKS app that you will be able to accept or pass (decline).

YOUR ON-GOING JOB SEARCH

Please keep in mind that we cannot forecast when the position with the great fit for you will cross our desks! It is best to continue your search independently; you may find a new position on your own. If you accept a position, or if anything changes that affects the type of positions you would consider, please contact us.



WELCOME TO Coastal Hospitality!!!

Coastal Hospitality has an excellent reputation and is known as the premier staffing agency

Current Markets:

- Atlanta
- Baltimore
- Boston
- Charlotte
- Chicago
- DC / Virginia
- Denver
- Houston
- Louisville
- Miami
- Phoenix / Tempe
- South Carolina

We have set the highest standards of quality and integrity; our clients rely on us to provide them top caliber temporary employees for their assignment requests. Because you're a valued member of our team, we make these commitments to you:

- *Our best efforts to offer assignments based on your experience, interests, and skills.*
- *Our best efforts to provide necessary training to ensure that you are qualified for every assignment.*
- *Our best efforts to see that you are well-matched with your assignments.*

Whether you're between jobs, expanding your skill set, experimenting with career options, or looking for full - time employment, our experience has taught us what it takes to help you accomplish your goals. Familiarizing yourself with these guidelines will help to ensure your success with Coastal Hospitality.

We want your experience with us to be rewarding. Learning while earning is a great way to grow, market yourself, gain experience and much, much more.

Welcome to the team!

- President



HOW TO MAKE A GOOD IMPRESSION . . .

Your performance will be evaluated on an ongoing basis. For every assignment you work, a Performance Evaluation form will be sent to the Coastal Hospitality Office.

The purpose of the Performance Evaluations is to let us know how well you performed on an assignment. Your continued employment with Coastal Hospitality will, in part, be based upon your Performance Evaluations.

Your performance will be evaluated on:

- Attendance
- Attitude
- Punctuality
- Image
- Cooperation
- Skills
- Quality of Work
- Organization
- Motivation

HEALTHCARE RESOURCES

We understand the challenge of working without having Health insurance! We have provided information on

FULL-TIME PLACEMENT SERVICES

We discussed your job search criteria, such as duties, salary, location, environment, work-styles, etc. Coastal Hospitality's role is to match your needs with our current and/or future openings. We will work with you on an individual basis to identify the right employment opportunity to match your skills and career goals. Please remember, we can only offer you the opportunities that are offered to us! When a company offers us the opportunities



CONTACTING COASTAL HOSPITALITY:

- On the first day of your assignment always text that you are on your way to work to the number provided to you in your phone interview
- Each day you are sick* Remember we need 4 hour notice. A Doctors could be required. Always be prepared.
- If you are late for work* Always text us.
- If you are injured on your assignment (We need to let you know where to receive appropriate medical treatment, and procedures for follow-up care.)
- If you have a problem on your assignment* Always text or email us with the details.
- If you have to change your work schedule for any reason. Requests to leave early/take days off need to be logged on our website (see Payroll section)*
- To advise us of your availability, locate the app calendar and keep it updated
- To advise us that you will be leaving an assignment
- If you have any questions regarding your pay. Please text so we have a hard copy of our conversation and can forward it to the manager that will be addressing your issue.
- **Calling the client is not a substitute for texting Coastal Hospitality. You must text our office 4 hours prior to your scheduled start time. Failure to do so may result in termination.**

In order to be eligible for rehire, a one weeks' notice is required if you leave an assignment before it has ended.

If you leave or are released from an assignment and you have property belonging to the client, at the option of the company, your paycheck will not be released until that property is returned or the dollar value of the property will be deducted from your last paycheck. You agree to this Policy.



TIME OFF REQUESTS/INFORMATION CHANGES

If you need to leave early or take time off, you need to **clear this first with the supervisor** on your assignment. Always contact Coastal Hospitality by way of text message for approval.

PARKING REIMBURSEMENT:

Coastal Hospitality doesn't offer parking reimbursement.

Verification of your employment:

If you need verification of your employment with Coastal Hospitality, please fax the verification form to 888-909-7215. It could take up to a week to return it to you depending on how busy our office is. Please include a fax number or email address on where to return it to.

Work Safety Policy

The cooperation of every employee is necessary to make this company a safe place in which to work. Help yourself and others by reporting unsafe conditions or hazards immediately to your supervisor or to a member of the safety committee. Give earnest consideration to the rules of safety presented to you by poster signs, discussions with your supervisor, posted department rules, and regulations published in the safety booklet. Begin right by always thinking of safety as you perform your job, or as you learn a new one.

Accident Reporting: Any injury at work—no matter how small—must be reported immediately to your supervisor and receive first aid attention. Serious conditions often arise from small injuries if they are not cared for at once.

Specific safety rules and guidelines: To ensure your safety, and that of your coworkers, please observe and obey the following rules and guidelines:

- Observe and practice the safety procedures established for the job.
- In case of sickness or injury, no matter how slight, report at once to your supervisor. In no case should an employee treat his own or someone else's injuries or attempt to remove foreign particles from the eye.
- In case of injury resulting in possible fracture to legs, back, or neck, or any accident resulting in an unconscious condition, or a severe head injury, the



- employee is not to be moved until medical attention has been given by authorized personnel.
- Do not wear loose clothing or jewelry. It may catch on moving equipment and cause a serious injury.
- Never distract the attention of another employee, as you might cause him or her to be injured. If necessary, to get the attention of another employee, wait until it can be done safely.
- Where required, you must wear protective equipment, such as goggles, safety glasses, masks, gloves, hair nets, etc.
- Safety equipment such as restraints, pull backs, and two-hand devices are designed for your protection. Be sure such equipment is adjusted for you.
- Pile materials, skids, bins, boxes, or other equipment so as not to block aisles, exits, firefighting equipment, electric lighting or power panel, valves, etc. FIRE DOORS AND AISLES MUST BE KEPT CLEAR.
- Keep your work area clean.
- Use compressed air only for the job for which it is in-tended. Do not clean your clothes with it and do not fool with it.
- Observe smoking regulations. No smoking is permitted in or around combustible or flammable storage areas.
- Shut down your machine before cleaning, repairing, or leaving.
- Tow motors and lift trucks will be operated only by authorized personnel. Walk-type lift trucks will not be ridden and no one but the operator is permitted to ride the tow motors. Do not exceed a speed that is safe for existing conditions.
- Running and horseplay are strictly forbidden.
- Do not block access to fire extinguishers.
- Do not tamper with electric controls or switches.

REQUIRED FORMS:

Once you are selected for an assignment, you must fill out:

- An I-9 form. This form is mandated by the U.S. Justice Department, Immigration and Naturalization Service to ensure that you have the legal right to work in the United States.
- W-4 forms for federal and state income tax withholding.



- Financial institution information if you will be using direct deposit or your Payroll Card information if you will be using that service.
- All paychecks are mailed on Friday of each week to the mailing address we have on file. Any changes to your mailing address should be sent by text to the number provided you. It is your responsibility to keep this updated.

To access the I-9, federal W-4 and sign up for direct deposit.

PAYROLL:

- Processed on a weekly basis. The workweek is Monday through Sunday
- Pay days: Are Friday of the following week
- Direct deposit payments/payroll card deposits should be in your account Friday before 4pm. Do not contact our office regarding your pay prior to 3pm EST on Friday payday if you have not received your pay. To set up direct deposit, Please text the number provided to you of any changes.
- Occasionally due to holidays it may be necessary for us to change the timecard deadline. When this is the case, we will put a message about it on the paystub website. It is your responsibility to regularly check the website for any messages.
- Always take a picture of your time sheet daily with your phone for your records. You may also forward to us for safe keeping.
- The following will delay receipt of your payment:
 - Incorrect or missing information.
 - Not submitting your timecard through text message
 - Not having a direct deposit form on file
 - Not having correct date, incorrect hours, incorrect time, not deducing your break properly
- Timecards must be approved online by your supervisor no later than **noon** Monday on the following the week you worked.
- It is your responsibility to make sure your timecard is signed, dated and there are no scratch outs on your time sheet. No later than 12 noon received in our office by Monday. Make sure you have completed it by Monday, so that your supervisor has time to review and approve your timecard.



HOW TO ACCESS YOUR PAYROLL PAY STUB:

Our payroll system is paperless. Your pay stubs are sent to your email. This allows you to view your pay stubs. You can make changes to your address, request time-off, and make various other payroll change requests (Such as Direct Deposit) through email at: Accounting@CoastalHospitalityUSA.com

Safety Procedures

- Do not operate machines or equipment until you have been properly instructed and authorized to do so by your supervisor.
- Do not engage in such other practices as may be inconsistent with ordinary and reasonable common sense safety rules.
- Report any UNSAFE condition or acts to your supervisor.
- HELP TO PREVENT ACCIDENTS.
- Use designated passages when moving from one place to another; never take hazardous shortcuts.
- Lift properly—use your legs, not your back. For heavier loads, ask for assistance.
- Do not adjust, clean, or oil moving machinery
- Keep machine guards in their intended place.
- Do not throw objects.
- Clean up spilled liquid, oil, or grease immediately.
- Wear hard sole shoes and appropriate clothing. Shorts or mini dresses are not permitted.
- Place trash and paper in proper containers and not in cans provided for cigarette butts.

Safety checklist: It's every employee's responsibility to be on the lookout for possible hazards. If you spot one of the conditions on the following list—or any other possible hazardous situation—report it to your supervisor immediately.

- Slippery floors and walkways
- Tripping hazards, such as hose links, piping, open desk drawers, small objects on the floor, etc.
- Missing (or inoperative) entrance and exit signs and lighting
- Poorly lighted stairs
- Loose handrails or guard rails
- Loose or broken windows
- Dangerously piled supplies or equipment



- Open or broken windows
- Unlocked doors and gates
- Electrical equipment left operating
- Open doors on electrical panels
- Leaks of steam, water, oil, etc.
- Blocked aisles
- Blocked fire extinguishers, hose sprinkler head
- Blocked fire doors
- Evidence of any equipment running hot or overheating
- Oily rags
- Evidence of smoking in non-smoking areas
- Roof leaks
- Directional or warning signs not in place
- Safety devices not operating properly
- Machine, power transmission, or drive guards missing, damaged, loose, or improperly placed
- Desk chairs in disrepair, i.e., missing casters
- Loose handrails on stairwells
- Light fixtures that are dirty or out-of-order
- Overloaded top file drawers or shelving
- Dull paper cutters or utility knives

Good Housekeeping. Your work location should be kept clean and orderly. Keep machines and other objects (merchandise, boxes, shopping carts, etc.) out of the center of aisles. Clean up spills, drips, and leaks immediately to avoid slips and falls.

- Place trash in the proper receptacles. Stock shelves carefully so merchandise will not fall over upon customer contact. (Fryers, Slicers, and Cutting Boards.)
- Using company resources (i.e., email, Internet, computers, fax, delivery services, long distance, postage) for personal use
- Selling services or products for your personal business, or for another company. (For example, Avon, Amway, Tupperware, etc.)
- Theft



- Poor work performance
- Leaving an assignment in order to take another agency's temporary assignment
- Discussing your salary or anyone else's
- Failure to follow procedures, including but not limited to, proper "check-in" procedures, or procedures for changes in work schedule, or for applying for work at a client company
- Under NO circumstances should you run clients' errands or conduct business in your car while on assignment at Coastal Hospitality. Our Workers' Compensation Insurance does not cover auto vehicle incidents. If you have been asked to run errands in your car and you need help with this situation, please text the Coastal Hospitality. office for further directions.

ABSENTEEISM

You should make every effort not to be absent. An absence is defined as any time you are not at work at a time when you are scheduled to be there. An absence also includes arriving late to work, or leaving early.

Absences do not include days you have properly requested to be off for family or medical reasons, funeral leave, and jury duty or properly scheduled and approved vacation.

If Coastal Hospitality or its client determines an employee

Being absent too often, the employee will receive a warning. If improvement does not occur, the employee will be terminated from the assignment and from Coastal Hospitality

DRESS CODE

It is the policy of Coastal Hospitality that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation. In your manner of dress, you are demonstrating self-respect, as well as your respect for the client and the opportunity.

1. Employees are expected at all times to present a professional, businesslike image to clients, fellow workers, and to the public. Acceptable personal appearance is an



ongoing requirement of employment with Coastal Hospitality. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.

2. Employees must comply with the following personal appearance standards:
 - i) are expected to dress in a manner that is normally acceptable in similar business establishments. Employees should not wear suggestive attire, jeans, athletic clothing, shorts, sandals, t-shirts, novelty buttons, and similar items of casual attire that do not present a businesslike appearance.
 - ii) Hair should be clean, combed and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible regardless of length.
 - iii) Sideburns, moustaches, and beards should be neatly trimmed.
 - iv) Tattoos and body piercings (other than earrings) should not be visible.

3. Certain employees may be required to meet special dress, grooming, and hygiene standards, such as professional dress, a uniform, or safety equipment.

4. At its discretion, Coastal Hospitality may allow employees to dress in a more casual fashion than is normally required. On these occasions, employees are still expected to present a neat appearance and are not permitted to wear suggestive, ripped or disheveled clothing, athletic wear, or similarly inappropriate clothing.

5. Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises. Employees will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy may also result in disciplinary action.

6. We have provided a list for your reference. This is not all inclusive, but provides examples of appropriate dress

7. Violating any safety rules.

8. Violating any of the rules set forth in this Handbook.

Discipline can consist of a verbal warning, written warning, suspension, or discharge, although the particular discipline imposed for misconduct, if any, will depend on the facts and circumstances in each case, and will be decided at the sole discretion of Coastal Hospitality.



THE LIST BELOW IS NOT ALL INCLUSIVE, BUT CONTAINS COMMON EXAMPLES OF MISCONDUCT:

- Falsifying your employment application
- Falsifying timecards
- Excessive absenteeism
- Lack of Punctuality: adhere to assigned start time, lunch hours, departure time
- Job Abandonment: not calling or showing up for work
- Scheduling too many appointments/interviews during working hours
- Insubordination Managers, supervisors, or fellow employees.
- Taking controlled substances or other unauthorized prescriptive medication, or drinking alcohol during work hours
- Sabotage, defacing, or willful destruction of the Company's, Client's or another employee's property or material.
- Leaving the premises without permission during working time (working time does not include meal or break periods).
- Sleeping during working time (working time does not include meal or break periods).
- Smoking in prohibited areas.
- Fighting, inciting a fight or threatening other employees.
- Possession of firearms, explosives, or any weapon on Company or Client property.
- Failure to immediately report an accident or injury to your manager or supervisor.



- Commission of any unlawful act on Company or Client premises or commission of any unlawful act off Company or Client premises which affects the employee's relation-ship to his job or his fellow employees.
- Drinking or possession of, or being under the influence of, an alcoholic beverage during the work day or reporting for work under the influence of alcohol.
- Sale, use, possession or being under the influence of a controlled substance during the work day, or reporting to work under the influence of a controlled substance.
- Arguing with any supervisor, employee, or manager.

Uniforms:

As a rule, these are **not** acceptable:

- Tight pants
- Stretch pants
- Jeans (of any color)
- Capri pants
- Mini-skirts
- Shorts or coveralls
- Cargo pants and Army type fatigues
- Leggings
- T-shirts
- Any kind of workout clothes, running or gym shoes, sneakers or sandals
- Ripped or tattered clothing
- Extremely tight-fitting blouses, short skirts, halter, tube, see-through or tank tops or other suggestive clothing
- Bare midriiffs (low-cut garments, front or back)
- Visible tattoos or visible body piercings other than earrings

As an employee and representative of Coastal Hospitality there are policies you must follow. While temping, you will work at a variety of companies, each with its own set of rules. HOWEVER, remember Coastal Hospitality is your employer, not the client for whom you are working.



GROUNDS FOR DISCIPLINE AND DISCHARGE

OUR POLICIES SUPERSEDE POLICIES OF THE CLIENT COMPANY. FAILURE TO FOLLOW OUR POLICIES CAN RESULT IN TERMINATION OF YOUR EMPLOYMENT.

Employees may be disciplined or discharged, at the company's discretion, for engaging in misconduct. The following are guidelines showing examples of the kinds of conduct that are prohibited and could lead to discharge or discipline. This list is not all-inclusive, and therefore includes, but is not limited to, the following:

1. Dishonesty, such as falsification, misrepresentation, or omissions on personnel records, timesheets, or other

Company records, theft or removal of the Company's, Client's, or other employee's property from Company or client premises without permission.

2. Failure to obey a supervisor's orders, insubordination, failure to follow policies and procedures, or similar offenses.
3. Showing disrespect to managers, supervisors, or fellow employees by failing to handle issues in a professional manner, including, but not limited to, losing your temper, losing control, yelling, screaming, and/or threatening

I agree to all these Policies and Procedures

Signature _____ Date: _____