

Coastal Employment Services

Employee Handbook

Welcome to Coastal Employment Services—we're glad to have you on our team! At Coastal Employment Services, we believe that our employees are our most valuable asset. We attribute the success of the company in significant part to our ability to recruit, hire, and maintain a motivated and productive workforce. We hope that during your employment with Coastal Employment Services you will become a productive and successful member of the team.

This handbook describes, in summary form, the personnel policies, procedures, benefits, rules and working conditions of Coastal Employment Services. The policies and procedures in this handbook are effective November 1, 2015. The policies stated in this handbook are subject to change at any time at the sole discretion of Coastal Employment Services and without prior notice. This handbook supersedes any prior written policies of Coastal Employment Services that are inconsistent with its provisions. You may receive updated information concerning changes in policy from time to time, and those updates should be kept with your copy of this handbook. If you have any questions about any of the provisions of this handbook, please ask me.

This handbook does not create a contract of employment between Coastal Employment Services and its employees, nor does it guarantee continued employment. All employment at Coastal Employment Services is "at will." That means that either Coastal Employment Services or the employee can terminate the employment relationship at any time, for any reason, with or without cause or notice. Our employment relationship remains at-will notwithstanding any provision in this handbook. No representative of Coastal Employment Services other than ourselves have the authority to enter into any agreement with any employee regarding the terms of employment that changes the at-will relationship or deviates from the provisions in this handbook, unless the change or deviation is put in writing and signed by one of us.

Sincerely,

Amy Trute, Manager
Coastal Employment Services

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I. EMPLOYMENT INFORMATION AND EXPECTATIONS

Coastal Employment Services is an employee staffing company. Coastal Employment Services hires employees who will then be assigned to clients and placed for work on job sites of said clients. Coastal Employment Services is not responsible for any employee in transit to or from any job. **The employee shall be deemed to be an employee of Coastal Employment Services,** not an employee of the client utilizing our services.

A. Employment at Will

Coastal Employment Services is an employment at-will employer. That means that either Coastal Employment Services or the employee can terminate the employment relationship at any time without cause or reason. This handbook is neither a contract nor a guarantee of continued employment but is a guideline to be used by Coastal Employment Services. Coastal Employment Services reserves the right to use its discretion in making all employment decisions.

B. Employee Requirements

All Employees must do the following:

1. Advise Coastal Employment Services of ANY change in Name, Address, Telephone or Tax Deduction.

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2. Notify Coastal Employment Services of any Medical Problems so that we can place you on suitable job assignments.
3. Report all workplace accidents immediately to Coastal Employment Services.
4. Consent to substance abuse testing in the event of a Worker's Compensation injury.
5. Follow all safety policies and procedures.
6. Abide by all Coastal Employment Services policies and procedures - in the event that the client's company policies conflict with Coastal Employment Services policies and procedures, the employee is required to contact and inform Coastal Employment Services IMMEDIATELY.
7. Notify Coastal Employment Services of Any Grievances, Conflicts, Problems or Concerns in the workplace.

In order to be reactivated for additional assignments, you must immediately notify Coastal Employment Services after any job assignment ends.

If you Do Not report to our office a minimum of once a week you will not be contacted for assignments and will be considered a Voluntary Quit. If you Do Not have a home telephone you are required to report to our office daily, if you fail to report you will be considered not available for work and a Voluntary Quit.

C. Client Responsibilities (Clients of Coastal Employment Services)

1. Client will set the work schedule.
2. Client will train, instruct, and supervise all processes and procedures used in the workplace.
3. Client will evaluate the performance of an employee and determine raises in pay or bonuses.
4. Client will advise Coastal Employment Services of any problems with performance, issues of work-related conduct or any violations in company policies that may require disciplinary action or discipline.

D. Employer's Responsibilities (Coastal Employment Services)

1. Coastal Employment Services will issue payroll as authorized by the client.
2. Deposit all payroll related taxes.
3. Provide Worker's Compensation Insurance.
4. Contribute to the State & Federal Unemployment Insurance Fund.
5. Process Federal and State mandated leave of absence, claims or complaints under employment law, or other legal issues.

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6. Process all legally mandated garnishments.

E. Rules of Conduct

Coastal Employment Services expects every employee to adhere to the highest standards of job performance and personal conduct. The following conduct is unacceptable and will not be tolerated by Coastal Employment Services. Violations may result in discipline, up to and including termination. This list of unacceptable conduct is illustrative only; other types of conduct injurious to security, personal safety, employee welfare and company operations may also be grounds for discipline and/or termination.

- Unsatisfactory quality or quantity of work.
- Excessive unexcused and unprotected absences or lateness.
- No call, no show. After accepting a job assignment you are required to contact our office immediately if you cannot make it. Failure to do so is considered a no call, no show.
- Refusing or failing to do work assignments.
- Repeated unsatisfactory reviews by clients
- Failing to act respectfully towards others in the workplace.
- Incompetence.
- Failing to follow instructions or company procedures.
- Failing to follow safety or work regulations and policies, procedures and/or work instructions.
- Falsifying an employment application or any other company records or documents.
- Failing to report working time accurately or recording time on a co-worker's timesheet.
- Accepting any payment, advances or "under the table" work from any client.
 - Accepting "under the table" work or side jobs offered by any client of Coastal Employment Services is against company policy. ("Under the table" work is any work for a client that you are not paid for by Coastal Employment Services and/or you are not approved for by Coastal Employment Services.)
- Accepting work for partial hours from a client or reporting only partial hours to Coastal Employment Services
- Going onto a client's payroll after fewer than 90 days after your first day with that client.
- Insubordination or other refusal to perform assigned tasks.
- Failing to observe work schedules, including meal and rest periods.
- Using vulgar, profane, or obscene language, including any communication or action that violates Coastal Employment Services' policy against harassment or discrimination
- Disorderly and/or disruptive conduct, fighting or other acts of violence.
- Engaging in physical, emotional or verbal abuse of co-workers, customers, or suppliers.
- Misusing, destroying or stealing company property or another person's property.
- Possessing, entering with, or using weapons on or in company property or job sites.
- Reporting to work under the influence of or possession or use of alcohol or drugs in violation of Coastal Employment Services' drug and alcohol policy.
- Dishonesty or theft.
- Conduct endangering the health, welfare, or safety of a co-worker or customer.
- Being convicted of a crime that indicates unfitness for the job.

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- Any other violation of Coastal Employment Services' policies.

This statement of unacceptable performance or conduct does not alter Coastal Employment Services' policy of at-will employment. Either you or the company remains free to terminate the employment relationship at any time, with or without cause or notice.

F. Disciplinary Action

The goal of employee discipline is to resolve problems that may prevent the development of a long-term, successful employee. One aspect of employee discipline is to emphasize counseling and focus on communicating an expectation of change and improvement when problems occur. In considering employee discipline, Coastal Employment Services has the discretion in each instance to consider all options including the following: oral notification, written notification and other disciplinary options, including a work plan, suspension, last-chance agreements and termination. Each option other than termination is designed to explore, on a case-by-case basis, a performance or behavior problem and determine what needs to be done to correct the problem. Factors such as an employee's training, abilities, job requirements, interactions with others, and overall record as well as Coastal Employment Services' guidelines, procedures and policies may be considered when analyzing a performance problem. Nothing herein is intended to diminish Coastal Employment Services' discretion as to its employees but rather is an explanation of a preferred method of dealing with disciplinary or performance problems. Coastal Employment Services expressly reserves the right to determine the type of disciplinary action in each individual case.

Nothing in this policy is to be interpreted as a waiver of the company's right to impose disciplinary action or terminate employment in the case of poor performance, misconduct, or violations of this company policy.

II. ON-THE-JOB INJURIES

Working to avoid on-the-job injuries is important, but accidents happen and they cannot always be avoided. In the unlikely and unfortunate event that you are a part of an on-the-job injury the following requirements should be observed:

1. Report any on-the-job injuries to your supervisor and Coastal Employment Services immediately and fill out an incident report form. Failure to do so could result in the delay or denial of your Workers' Compensation claim.
2. If it is necessary for you to see a physician, except in an emergency situation, you must complete an 801 Form (Report of Occupational Injury or Disease) prior to going to a physician. A **Return-to-Work Form** will be attached to the 801 Form. You must ask your physician to complete this form during your initial visit. Return the **Return-to-Work Form** to Coastal Employment Services immediately after the visit.
3. Inform your physician that Coastal Employment Services has a transitional work program and will attempt to provide light duty designed to accommodate your physical restrictions (*subject to regular and normal business fluctuations*). While transitional work may

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include those portions of your duties you can do, it may also include other duties that you may not normally do, but are capable of doing.

4. If you are not released for either regular or light duty, you must remain in weekly contact with Coastal Employment Services and your on-site supervisor. You must keep contact on a weekly basis for the entire time you are off as a result of an on-the-job injury. **You must call Ben King every Monday between 9:00 - 11:00 AM.**
5. If you are released for either regular or light duty (*whether part-time, temporary, modified or regular work*) you must report for your next regularly scheduled shift.
6. Transitional work is temporary in duration and will incorporate restrictions specified by your physician. Such tasks will be outlined in a written light or modified duty job offer. Failure to accept transitional work may result in the denial of your time loss benefits.
7. Upon receiving new or additional information about your claim or status, Coastal Employment Services will reevaluate transitional tasks available and may reassign duties based on restrictions outlined by your physician.

III. EMPLOYMENT STATUS

Given the nature of work at Coastal Employment Services, Employees are required to maintain communication regarding job assignments and availability. Coastal Employment Services cannot place workers if it does not have updated and accurate information regarding their schedules. Failure to keep Coastal Employment Services properly informed will cause us to characterize your employment status as a “voluntary quit,” and it may affect your ability to obtain unemployment benefits.

All employees shall adhere to the following guidelines:

1. Report to our office once a week by calling. If you do not have a telephone you are required to contact our office daily.
2. If you are referred to Coastal Employment Services by a client then you must report to our office if you leave your job for any reason, i.e. lay-off, quit or fired.
3. You must notify Coastal Employment Services when your job assignment ends.
4. You must be available for future assignments.
5. You must be an active employee. You are *not* considered an active employee unless payroll has been called in for you in the last 35 days and you contact our office once a week.

IV. EQUAL EMPLOYMENT OPPORTUNITY

Equal Employment Opportunity

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Coastal Employment Services is an equal opportunity employer and is committed to providing a work environment that is free of harassment and discrimination. Coastal Employment Services provides equal employment opportunity to all qualified employees and applicants without regard to race, color, religion, sex, sexual orientation, pregnancy, gender identity, national origin, ancestry, age, marital status, physical or mental disability, genetic information, medical condition, veteran status, or any other class protected by local, state, or federal law. Equal employment opportunity will be extended to all persons in all aspects of the employment relationship—including but not limited to recruitment, hiring, compensation, promotion, demotion, transfer, disciplinary action, layoff, and termination of employment.

We seek each employee's cooperation and assistance in helping us maintain equal employment opportunity. Any employee who does not comply with this policy will be subject to discipline up to and including discharge.

Disability Accommodation

Coastal Employment Services will make reasonable efforts to accommodate a qualified applicant or employee with a known disability, unless such accommodation creates an undue hardship on the operation of the company. Coastal Employment Services is committed to complying fully with applicable disability accommodation laws. We are also committed to ensuring equal opportunity in employment for qualified persons with disabilities.

Religious Accommodation

Coastal Employment Services respects the religious beliefs and practices of all employees. Coastal Employment Services will make, upon request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the business.

Anti-Discrimination/Anti-Harassment

Coastal Employment Services is committed to providing a work environment in which each employee has the right to be treated with dignity and respect, and to work in an environment that promotes equal opportunities and is free of harassment. As part of its commitment to equal opportunity, Coastal Employment Services strictly prohibits unlawful harassment or discrimination of any kind, including, but not limited to, harassment or discrimination based on race, color, religion, sex, sexual orientation, pregnancy, gender identity, national origin, ancestry, age, marital status, physical or mental disability, medical condition, veteran status, or any other class protected by applicable local, state, or federal law.

Complaint Procedure

This policy is both a complaint and reporting policy. All employees are responsible for following this policy and reporting inappropriate conduct. Any employee who believes he or she has witnessed or been subjected to prohibited harassment or discrimination must immediately report the incident to an Owner or Manager.

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Investigation

All complaints and reports will be promptly and impartially investigated and will be kept confidential to the extent possible, consistent with the need to investigate the complaint and address the situation. If discrimination or harassment in violation of this policy is found to have occurred, Coastal Employment Services will take prompt, appropriate corrective action, and any employee found to have violated this policy will be subject to disciplinary action, up to and including termination of employment.

Domestic Violence, Harassment, Sexual Assault, and Stalking

Coastal Employment Services is committed to a healthy and safe workplace, including the prevention and reduction of the incidents and effects of domestic violence, harassment, sexual assault, and stalking. Coastal Employment Services recognizes that domestic violence, harassment, sexual assault, and stalking are workplace issues even if the incidents occur during non-work hours and away from work premises.

V. WORK CONDITIONS AND PROCEDURES

A. Drugs and Alcohol

Coastal Employment Services is committed to being a drug-free, healthful, and safe workplace. Consistent with this commitment, the company strives to provide a work environment where employees are free from the effects of illegal drugs or alcohol. Coastal Employment Services has a “zero tolerance” policy with respect to the use of drugs or alcohol in the workplace. Accordingly, Coastal Employment Services strictly prohibits the following:

- Being under the influence of alcohol or any illegal drug while on the job. All employees must report to their jobs in a condition that will allow them to be mentally and physically alert. Any employee who violates this standard of conduct will be suspended and required to submit to a drug or alcohol test. A positive drug test will result in disciplinary action up to and including immediate termination.
- Possession, manufacture, distribution, sale, or purchase of any illegal drug on company premises or job sites, or during working time.
- Being under the influence of alcohol during working time and from bringing or using alcoholic beverages on company premises or job sites, except as stated in this policy. Moderate consumption of alcohol at company-sponsored events, customer or vendor events, or other business-related functions on or off company premises is not prohibited, except as prohibited by law. However, employees are responsible for maintaining appropriate professional behavior at such events, which is defined as moderate consumption that does not cause an employee to become disruptive, belligerent, argumentative, sloppy or unkempt in appearance, slurring of one’s speech, inappropriate

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in personal interactions and/or behavior, or render the employee unable to operate a motor vehicle and as required by law. Employees who work during or report to work after any business-related event where alcohol has been served are required to comply with this policy.

These standards of conduct apply to all employees during working time, including lunch and rest periods. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Prescription Medication

Employees who are medically authorized to use drugs or other substances which can impair safety or other necessary functions of their work are responsible for having the prescribing or recommending physician determine whether work may still be performed safely and properly with or without reasonable accommodation. If accommodation is needed or if safety or work performance is impaired, the employee must present the issue to the Owner and provide necessary medical information.

Marijuana

Marijuana is an illegal drug under federal law even when authorized under state law or by a physician under a state medical marijuana program. Possession or use of medical marijuana, including having marijuana in your system, will be treated the same as use or possession of any other illegal drug. Authorized use of medical marijuana is not a valid excuse for a positive drug test. An employee authorized to use medical marijuana due to a disability should contact the Owner to discuss reasonable accommodations other than medical marijuana which would permit the employee to perform the essential functions of his/her job.

Convictions

Employees are required to report to the Owner all convictions related to alcohol or drugs by the end of the next working day. Failure to do so will be grounds for disciplinary action.

B. Testing

Coastal Employment Services may require drug and/or alcohol testing, including without limitation urinalysis and/or blood screens, under any of the following circumstances:

1. **Pre-Employment**: All potential employees may be required to pass a drug test subsequent to a conditional employment offer as a condition of their employment.
2. **Reasonable Suspicion**: An employee must pass a drug and/or alcohol test when the company, in its sole discretion, has reasonable suspicion that the employee is under the influence of alcohol or an illegal drug in violation of this policy. Reasonable suspicion may be based on any specific observation that suggests an employee's possible involvement with alcohol or illegal drugs, including the employee's performance,

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appearance (including, for example, noticeable odor of an alcoholic beverage), behavior, speech, self-reports, substantiated third-party reports, or involvement in an accident on company property, premises, or job sites. The company reserves the sole right to determine whether reasonable suspicion exists.

- 3. On-the-Job Accidents:** Employees may be required to pass a drug test after any on-the-job accident involving property damage, death or physical injury requiring immediate professional medical care beyond first aid, or resulting in a workers' compensation claim. The company will determine, in its sole discretion, whether drug use caused or contributed to the accident and whether a drug test is required.

Any provisions of this policy regarding testing are subject to applicable federal, state and local laws or regulations. Information received through the company's drug and alcohol testing program will be treated as confidential, consistent with these laws and/or regulations. Individuals taking a drug and/or alcohol test must sign a consent form for the test that allows release of the test results to Coastal Employment Services. Employees who refuse to sign a consent form will be subject to immediate suspension or termination of employment.

Employees may ask that their sample be split into two parts, with one part retained for retesting in the event of a positive result. Employees who test positive for drug use, and who believe the test was in error, may request a re-test of the split sample at a laboratory approved by the company. The request must be made within 24 hours of receiving the positive test result. The employee will be responsible for paying the full cost of the retesting. The lab will require payment in advance. If the retest is negative, Coastal Employment Services will reimburse the employee for the cost of the retest. If the retest is positive, the employee will not be reimbursed. Coastal Employment Services will pay for all initial tests.

C. Searches

Coastal Employment Services reserves the right to inspect, with or without notice, all persons' property, packages, automobiles and other items that come onto Coastal Employment Services premises or job sites. Coastal Employment Services further reserves the right to inspect all Coastal Employment Services property with or without notice.

No employee will be detained and forced to submit to a search. Employees are physically free to leave at any time. However, refusal to cooperate in a search under this policy may result in discipline, up to and including termination.

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EMPLOYEE HANDBOOK ACKNOWLEDGMENT RECEIPT

I acknowledge that I have received or been provided access to and will read a copy of Coastal Employment Services Employee Handbook. I also understand that a copy of the Employee Handbook is available to me at any time to review.

I understand that Coastal Employment Services has adopted the Employee Handbook only as a general guide about policies, work rules, and the work environment, and that it is subject to change at any time in the company's sole discretion. I also understand that the Employee Handbook controls over any other contradictory statements. I acknowledge that the Employee Handbook is not an employment contract and is not intended to give me any express or implied right to continued employment or to any other term or condition of employment.

I understand that either Coastal Employment Services or I may terminate my employment relationship at any time, for any or no reason, with or without cause, and with or without advance notice. I acknowledge that no promise has been made to me that is inconsistent with this "at will" statement.

I understand that Coastal Employment Services complies with all applicable laws regarding equal employment opportunity and provides a workplace free from unlawful harassment and discrimination. I will bring any questions or concerns I have regarding equal employment opportunities, discrimination, retaliation or harassment to the Owner.

During my employment with Coastal Employment Services, I understand that it is my responsibility to remain informed about the policies as revisions, updates and new policies are issued.

I have read this acknowledgement carefully before signing.

Employee Signature

Date

Employee's Name (Print Name)

The original of this document will be kept in the Employee's personnel file.