

Customer Service Team Connection, Inc. d/b/a



(727) 538-8567 Clearwater
 (813) 701-3987 Hillsborough
 Fax (727) 233-0674
 www.cstconnection.com

EMPLOYEE HANDBOOK



Never a fee!

**C.S.T. is available by phone:
 7 days per week
 24 hours per day**

Drug Free Workplace / EOE

Revised 10/15/2021

Confidential Information

As a C.S.T. employee you will not publish, disclose or utilize any confidential information of C.S.T. Connection, Inc., or any clients of C.S.T., where you are sent to work. As a C.S.T. employee you will assign and disclose to C.S.T.'s client any invention perfected or conceived during my hours of work for such client and will sign all papers necessary to enable C.S.T.'s client to obtain a patent on these inventions and to obtain copyrights. As a C.S.T. employee you will indemnify C.S.T. against any claims, demands or actions alleging an unauthorized disclosure of such confidential information and/or documentation that may be brought against C.S.T. by the client.

C.S.T.'s Clients

When you accept a position with a C.S.T. client be aware that you have employment with that company because of the efforts of C.S.T. Both you and the C.S.T. client company are under a contractual agreement of 600 hours on C.S.T.'s payroll BEFORE you are eligible for hire by that company. A written authorization by C.S.T. must be given to release both the employee and client company from this agreement. A fee of \$2,000 will be charged to you, the C.S.T. employee, if you accept a position at a C.S.T. client that you have been assigned to without prior written approval. You are eligible for hire by a client company ONE YEAR after the last day of work at the client company without penalty.

Important Numbers: (Available 24/7)

Pinellas (727) 538-8567
 Hillsborough (813) 701-3987
 Fax: (727) 233-0674

Available Line: (727) 538-9035

Call Off Line: (813) 766-2928

If you will be late or calling off from work please CALL the CALL OFF LINE (813) 766-2928 IMMEDIATE do not wait until the start of your shift!

Need a copy of your pay stub or a time slip? Print one from our web site!

**Go to RESOURCES on our web site:
 www.cstconnection.com**

C.S.T. Connection, Inc.
 13700 - 59th St, N #210
 Clearwater, FL 33760
 (727) 538-8567 FAX 538-9987

40145 HOURS PER EMPLOYEE PER DAY

FILL IN DATE	MON	TUES	WED	THUR	FRI	SAT	SUN
5/5/05	8:00	8:00	8:00	8:00	8:00		
5/6/05	5:00	5:00	5:30	5:15	5:00		
5/7/05	1:00	1:00	1:00	1:00	1:00		
5/8/05	8:00	8:00	8:00	8:00	8:00		
5/9/05	8:00	8:00	8:30	8:15	8:00		
TOTAL HRS	8:00	8:00	8:30	8:15	8:00		

EMPLOYEE: I hereby certify that:
 1) The hours are shown as worked and the hours are correct.
 2) No accident or injury was sustained while working on the assignment unless noted here: _____
 3) The assignment has been completed: YES NO

Client's Name (print) John Customer
 Client's Signature John Customer
 EMPLOYEE NAME (PRINT) Suzie Temp SOCIAL SECURITY # 555-443333
 REPORT TO: John Customer
 ADDRESS: ABC Company
123 Anywhere Street

CLIENT APPROVAL, INDICATES ACCEPTANCE OF THE TERMS AND CONDITIONS ON THE REVERSE SIDE. CLIENT MUST INITIAL ALL OVERTIME HOURS WORKED. DO NOT SIGN IF HOURS ARE NOT TOTALLED.

WHITE/YELLOW-CST PINK-EMPLOYEE GOLD-CLIENT

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Temporary-To-Hire

Our 600 (15-weeks at 40-hours per week) temporary-to-hire plan allows you the opportunity to evaluate your new position (and the company to evaluate you). You will be eligible for hire by the company after the 600 hours. Overtime is paid after a full 40-hour week, as determined by the State of Florida

Employment Availability

Everyday that you are available to work (or interview) please call the AVAILABLE LINE (727-538-9035). The AVAILABLE LINE may be utilized 24-hours per day, 7-days per week. **Within 24-hours of each completed assignment** you must contact C.S.T. regarding your availability for another assignment. It is your responsibility to contact C.S.T. via the AVAILABLE LINE within the first 24-hours of a completion of an assignment. If you do not call in available within the 24-hours, it will be considered you quit. It is your responsibility to **call in available for work EVERY TWO (2) consecutive days thereafter**. It will be considered you quit C.S.T. and are no longer seeking employment through our services if you do not call in on the AVAILABLE LINE every two days. **Failure to comply with this policy could result in a denial of unemployment benefits.**

NO CALL/NO SHOW/WALKING OFF

ASSIGNMENT will be considered that you quit your position without notice. Failing to give proper notice could result in a denial of unemployment benefits. Also, the hours that are due you will be paid at minimum wage.

NOTIFICATION TO END ASSIGNMENT EARLY is required on all assignments. A one week notice is required for temporary-to-hire and assignments over two weeks. A one working day notice for an assignment of two weeks or less. Failure to give proper notice will be considered that you quit without notice. **This could result in denial of unemployment benefits. Also, any hours due you will be paid at minimum wage.**

Absenteeism/Tardiness

Unexcused absences, other than illness, may result in termination. Any hours worked during that pay period will be paid to you at minimum wage. An Unexcused absence will be determined at the discretion of C.S.T. Doctor's appointments should be made during your off hours or near the end of your shift. **A 24-hour notice is required for time off during scheduled work hours for doctor appointments or personal business.** A doctor's excuse for any time off work due to illness is required.

Report on time to the office of the company you are assigned to. Cell phones are to be turned off and used only during break periods. Do not abuse the time allowed for lunch and relief periods.

C.S.T. CONNECTION

INCORPORATED

Office Hours

Monday to Friday 9:00 AM – 4:00 PM

Available by Phone & E-mail 24/7/365+

Pinellas (727) 538-8567

Hillsborough (813) 701-3987

Available Line: (727) 538-9035

Call Off Line: (813) 766-2928

Bonuses

Refer a Friend: Once that person has accepted an assignment and worked 80-hours you will receive \$50.

Harassment Policy

The workplace is for work; C.S.T. does not approve of harassment of ANY KIND within the workplace. C.S.T.'s goal is to provide a workplace free of tension created by racial, ethnic, sexist, religious, or age-based remarks or animosity, unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature. Any employee affected by ANY TYPE of verbal or physical harassing conduct is urged to IMMEDIATELY notify C.S.T. Appropriate and prompt investigation of any claims of harassment will take by C.S.T. All claims will be held in confidence.

Equal Employment

C.S.T. Connection, Inc. does not discriminate against a person because of his or her sex, race, color, age, handicap, religion, citizenship, national origin, or marital status in any aspect of employment opportunity. C.S.T.'s policy of equal employment opportunity and nondiscrimination extends to recruitment, employment, advancement and promotion, compensation and benefits administration, training and development, and other personnel actions.

Drug Free Workplace

C.S.T. is committed to the safety of their employees by providing a safe working environment. We are Drug-free Workplace. This policy is implemented pursuant to the Drug-free workplace program requirements stated in Florida Statue 440.102 and the rules of the Agency for Health Care Administration. Under this policy it is a condition of employment for employees to refrain from reporting to work or working with the presence of drugs or alcohol in his or her body.

Family Medical Leave Act

C.S.T. employees are eligible for FMLA if you have worked for C.S.T. for at least **TWELVE MONTHS** (including periods of leave; and has worked at least **1,250 HOURS** over the TWELVE MONTH period prior to the date of leave commences). Please contact C.S.T. with any questions regarding your rights under this Act.

Computer, Internet and E-Mail Policy

When on assignments please be aware that the computers, programs, data and applications are the property of the company to which you are assigned. E-mail systems at the client company are the property of that company and may be used only for business purposes, personal use is strictly prohibited. As an employee of C.S.T. you do not have privacy in Internet usage or information contained in any means of storage. C.S.T. reserves the right to monitor all usage. As an employee of C.S.T. you cannot use the Internet to access, view or download inappropriate materials, including harassing or offensive materials, or materials that disparage or demean persons based on sex, race, ethnicity, national origin, religion, disability, age or marital status. The computers and Internet used at C.S.T.'s customer's job sites are limited to legitimate, ethical company business purposes only; the equipment are not to be used for personal use and personal data should not be stored on the hard drive. C.S.T. reserves the right to monitor Internet use, both as to time spent on the Internet and the content of information viewed and downloaded.

Health Insurance

C.S.T. employees are eligible for health insurance coverage. Information on offered coverage is available on our web site, cstconnection.com. Select **RESOURCES** to view and sign up for coverage.

Your Pay

Payroll is processed on TUESDAY for the previous week's work. Please give your time slip to your supervisor at the end of your work week. There is a **10:00am, MONDAY deadline** to insure meeting banking deadlines.

C.S.T. will make every effort to make sure your net pay is deposited in the bank account you provided C.S.T. or to a Wisely Cash Pay card which may have been issued to you by C.S.T. Depending on your bank, your NET pay should be available to you on **WEDNESDAY**. **C.S.T. is not responsible for errors on forms provided by employee or Banking errors or situations that are out of C.S.T.'s control.**

Payroll questions? Call 727-538-8567

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