
Welcome to Accent Global Staffing, LLC.



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“Employment & Compensation Consulting Services”



Who We Are

- **Founded in 2007**
- **Employment & Compensation Consulting Firm**
- **\$Several Hundreds Service Fee Revenue**
- **750 Square Feet in U.S.**
- **25 Associates (Peak 70+)**
- **Specialization Areas**
 - **Call Center Operations/Warehouse**
 - **Hospitality**
 - **Healthcare**
 - **Technology**
 - **Manufacturing**
 - **Non-Profit**

*In 2011, Accent Global Staffing fulfilled over **11 Clients** with temporary help, and direct hire services*

Strategically Covered U.S. Market

» National, Regional and Local.

- Atlanta – Headquarters;
- Chicago
- Cincinnati/Hebron
- Columbus
- Dallas-
- New York



Our Culture Since 2007

- » The Customer Rules
- » Be Easy To Do Business With
- » Be Humble
- » **Treat Everyone With Respect**
- » Deliver What We Promise
- » Details, Details, Details
- » Be Passionate
- » Be Accountable



Intelligence.

Innovation.

Flexibility.

Tenured Clients



ANN TAYLOR

FUJITEC

 Hilton
Garden Inn™



ANN TAYLOR
LOFT

dots

L'ORÉAL

TIME
LIFE
MUSIC

charlotte
russe



NBC  UNIVERSAL



GROUPON



Call Center Operations staffing



Overview – AGS

Service/Expectations

Payroll

Badges

Managing Time

Off/Holidays/Sick Time

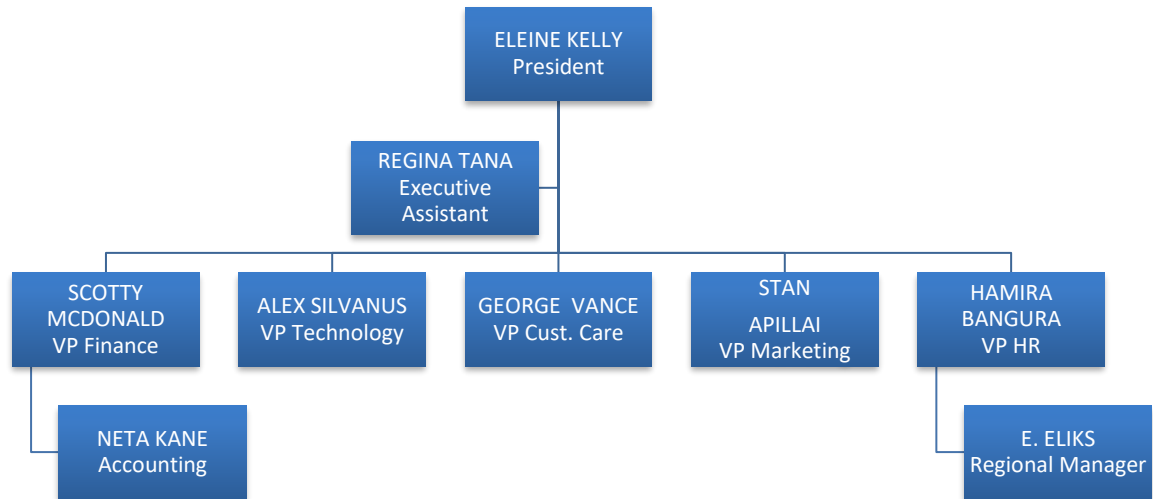
Policies/Procedures

Benefits

This and That

Forms Completion

Accent Global Staffing Organization Chart



Our Expectations for You

- ▶ **Be a part of the team**
- ▶ **Treat others with respect**
- ▶ **Observe all service operational and safety rules**
- ▶ **Be on time – Attendance is very important to us.**
- ▶ **Drug/Alcohol free environment**
- ▶ **Free from Workplace Violence/Harassment**
- ▶ **Safe, Secure, Professional environment**
- ▶ **Positive attitude**
- ▶ **Communicate**
- ▶ **Open Door Policy**



Payroll

- **Work week begins on Sunday; ends following Saturday**
- **Pay options include Pay Card or Direct Deposit**
- **Allow 1-2 pay periods for direct deposit to take affect**
- **Bi-Weekly pay periods – (26 per yr.) (In-House Employees) Only**
- **Weekly pay periods (Field Employees) A Week Pay On Hold.**

Time Clocks

How to pay yourself!!!

Full Time Hourly Employees

Log in 4 times every day

- Start of Shift
- Out for Lunch
- Back from Lunch
- End of Shift

Part Time Employees

Typically 2 times every day.
Obtain guidance from supervisor
for other situations

- Start of Shift
- End of Shift

All Time Sheets

Must Be Approved By Supervisor and Submitted to ADP
Weekly Through Our Online Payroll System.



k6799558 www.fotosearch.com

We ENCOURAGE Automatic Deposit

Payday every other Friday

*IPAY Statements – electronic
paystubs, print out if needed*



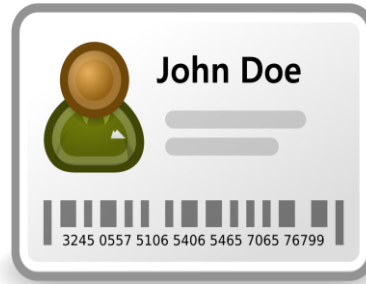
Employee Badges

- **Provide and maintain safe/secure environment**
- **Employees and visitors wear badges at all times**
- **Question anyone not displaying a badge**
- **Lost /damaged badges through neglect may be replaced at employee expense**

Employee Badges- Continued

- **Do not allow unidentified persons through any badge restricted door**
- **Direct visitors to the main entrance/lobby**
- **Do not prop open any badge restricted door***
- **No sharing of access codes/badges***
- **Don't "piggy-back" coworker when entering**

If You Forget Your Badge



- **Must be let in/verified by supervisor/RTM (Real Time Mgmt for Call Center) and check out a temporary badge for the day**
- **Must fill out a manual timecard/forgotten badge form**
- **Written warning if consistently forgotten**
- **You are responsible for the accuracy of your timecard**

Managing Time Off

- **All regular full time employees and part time employees receive vacation/holiday pay after 90 days.**
 - **Vacation accruals increase if longer employed**
 - **Part time employees accrue at a prorated basis**
 - **Refer to accrual sheet in new hire paperwork**

- **All regular full time employees receive 5 sick days per year; 16 hrs may carry over from year to year – available to use after 90 days.**
 - **Part time employees do not accrue sick time**

- **Accrued beginning Jan 1st each year – pro-rated if hired after Jan 1st – 1.53 hrs per pay period**

Vacation Policy (Hourly)

<u>Years of Employment</u>	<u>Days</u>	<u>Accrual Rate Per Pay Period</u>
Less than 1 Year	5	1.53 hours
1- 5 Years	10	3.08
6 Years	11	3.38
7 Years	12	3.69
8 Years	13	4.00
9 Years	14	4.30
10 or more	15	4.61

- Vacation hours are “use or lose” each year
- Special circumstances may apply



Managing Time Off-Sick Days

- ▶ All full time associates will accrue sick time at 1.53 hours per pay period. (1.543 x 26 pay periods = 40 hours/year)
- ▶ You must be here greater than 90 days to use sick time - still accrues during probationary period
- ▶ Sick time cannot be borrowed or allowed to go negative
- ▶ Sick time must be requested and approved
- ▶ You will only be paid for the time you have accrued
- ▶ Sick time can only be used for personal illness, doctor's appointments, or illness of an immediate family member you care for



Funeral Leave

- **Paid leave up to 8 hours per day for the death of an immediate family member.**
- **Up to three (3) business days of paid leave - Manager approval**
 - **Grandparent, step-grandparent, great-grandparent, grandchild, niece, nephew, aunt, uncle, daughter-in-law, son-in-law, or parents-in law or grandparents-in-law.**
- **Up to three (3) days - Manager's approval, for a parent, child, spouse, sibling, step- parent, step-siblings, step-child**
- **An unpaid extension may be granted on a discretionary basis not to exceed one week. The employee may use accumulated vacation beyond one week.**
- **Documentation indicating the employee's relationship to the deceased (such as death certificate, newspaper articles, obituary or funeral program, etc.) must be provided for the employee's file.**

Paid Holidays

➤ **Not eligible for paid holidays 1st 90 days. Part time employees paid what normal shift hours are not to exceed 8 hours**

- **New Years Day**
- **Memorial Day**
- **Independence Day**
- **Labor Day**
- **Thanksgiving Day**
- **Christmas Day** -
- **Employee's Choice Holiday (Floating Holiday)**



- Must be here greater than 90 days to be eligible.
Have until end of year to schedule
Used in 4 or 8 hour increments

Paid Holidays - Continued

- **Must work entire shift day before and day after to receive holiday pay.**
- **Holiday pay equals 8 hours regardless, if shift is greater than 8 hours.**
- **Employee's on unpaid leave are not eligible for holiday pay.**



ACCENT GLOBAL STAFFING'S POLICIES AND PROCEDURES



No-Fault Attendance Policy

- A point system identifying unexcused absences/tardiness.
- Does not excuse or unexcuse absence/tardy.
- Identifies how many “points” are assessed for an unexcused situation

Attendance Policy

- **Zero Tolerance for No Call, No Show And Excessive Tardiness**
- **Points and Occurrences – once a max # is reached automatic termination is the result**
- **Authorized Absence = no points/occurrences**
- **Not Authorized Absence = points/occurrences assessed**
- **Tardy or Absence - call designated Attendance Line/Supvr**
- **Leave of Absence (LOA)/FMLA – consult with HR for eligibility**

Attendance Policy

- **No Call No Show – no notification to supervisor/attendance line**
- **May result in automatic termination; considered a voluntary resignation**
- **May make employee “ineligible for rehire”**
- **Employee’s should not have friend/family call in for them**
- **Read the most recent Time and Attendance Policy**

Dress Code

- **Applies to all employees – neat, clean, professional – not revealing, ill fitting, or exposing certain body parts**
 - **Policy not all inclusive – Mgmt reserves right to interpret/change policy**
- **Mgmt may modify depending on clients/visitors; special occasions**
- **If sent home - attendance policy/points apply**
- **Cell phone calls – breaks/lunches only**

Inappropriate Attire

- **Clothing with profane, abusive, political, religious, discriminatory or sexual messages**
- **Partial shirts such as halters, spaghetti straps, tube tops, midriff cutoffs or mesh tops AND hooded sweatshirts or t-shirts**
- **Sandals , flip flops, and open toe or open heel shoes (sandals, open toed shoes ok for the call center and support positions)**
- **Outerwear, coats, or head coverings**
- **Any clothing that is ripped, torn or has large holes**
- **Loose fitting, baggy clothing, undergarments cannot be showing; Shorts or skirts higher than 3” above knee**
- **Read the Dress Code Policy for your location; bring questions to your supervisor**

Workplace Violence

- **Our company promotes a safe environment for all employees – zero tolerance for offenders**
- **Each employees responsibility to maintain a professional, cooperative, and approachable attitude**
- **Threats, harassment, intimidation or other disruptive behavior must be reported to Mgmt/HR – don't ignore it, report it**
- **Behavior can include oral/written statements, gestures, expressions or actual acts intended as harm/violence**

Benefits

Immediately

- Bereavement leave
- Jury duty pay
- Vacation hours

After 90 days

- Paid holidays/floating holiday, sick days

The 1st of the month following first 180 days

- Medical Insurance
- Dental Insurance-
- Vision Insurance
- Short and Long term disability
- Life Insurance
- Colonial – Critical Care & Accident (only offered at Open Enrollment)

The 1st of the Quarter following 6 months

- 401K savings plan (Mass Mutual)



Benefits Eligibility

Eligibility

- Full Time Employees (Average 30 hours per week)
- “Seasonal” employees averaging 30 hours per week get credit for service time if converted to Full Time status.

Part – Time Employees

- Not eligible for medical, dental, vision, etc
- Eligible for 401k once minimum hours obtained

Temporary Employees (In-House/Field Workers)

- “Waiting Period” begins once made a Full Time Employee

Full Time to Part Time or Part Time to Full Time

- Employees going from FT to PT will lose benefits
 - Returning to FT within 30 days – benefits reinstated
- Employees going from PT to FT will incur the waiting period for FT employment



WebHR -What is it?

- **On line method of training/testing; policies and procedures warehouse**
- **Uses a unique employee login and password**
- **Will receive a notification of temp pw/sign-in via email**
- **Employee Handbook maintained in WebHR**
- **Tests for many policies – “open book”**
- **Complete after 1st 30 days**



This and That Topics

➤ Emergencies

- Fire – closest exit – check with supervisor on rally points
- Tornados – center hallway away from windows or restrooms
- If off work and in doubt (blizzards/snow) call Attendance Line/Supervisor or 678-395-5702

➤ Intranet/Internet and Email – company equipment for official business only.

➤ Smoking/Tobacco Use – inside is off limits. Outside in designated areas only

➤ Open Door Policy – supervisor, manager, director, HR

This and That Topics

- **Introductory /Probationary Period – 1st 60 days**
- **Reviews/Evaluations – annual, could be more often**
- **Emergency notification updates (phones, addresses, marriage, divorce, deaths, name changes, etc.) – notify HR for system updates**
- **First Aid/Injury reporting – supervisor if possible; report to designated medical facility if needed**
- **Promotions/Transfers – internal application, interview by hiring manager. Must meet minimum qualifications of position**

Commitment To Safety!!

- **We want to send you home in the same condition that you came to work.**
- **No task should endanger your health or safety.**
- **Get help instead of trying to lift something that is too heavy for you.**
- **Always be aware of your surroundings.**
- **Most accidents are caused by the carelessness of the associate.**
- **If you are involved in an accident, notify your supervisor immediately.**
- **Failure to report an accident immediately, could result in termination.**
- **Your supervisor will review any departmental safety rules with you.**

Commitment To Safety!!

- **Must observe all safety rules and regulations.**
- **Never stand or walk on a forklift.**
- **Never use a broken equipment or try to fix one.**
- **Never try to remove material from a moving equipment.**
- **Never duck through a rack to get to the other side.**
- **Never assume the lift truck operator knows you are present.**
- **Keep a safe distance from a lift truck and pay attention.**

General Safety Requirements

- **No running or horseplay.**
- **No riding doubles on power equipment**
- **Drive slowly in the parking lot**
- **Always cut away from you body with a box cutter.**
- **Pick up trash on the floor whenever you see it.**
- **NO DRUGS OR ALCOHOL ALLOWED IN THE WORKPLACE or PREMISES!**

Safe Lifting!

Most accident occur because we lift incorrectly or try to lift too much. Here are some steps to make any lifting task safer.

- Lift a corner to get a sense of its weight and to check for shifting.
- Stand as close to the load as possible. Face it squarely.
- Lift slowly and steadily, using your legs, not your back.
- Hold the load close to your body, between your shoulders and waist.
- Keep your back straight or slightly arched.
- Avoid twisting and bending at the waist. Keep your head up.
- Any lifting over 35 pounds requires 2 people.

Facility Human Resources

Sabrina Jones

678-395-5702 Ext. 303

Let's Do Paperwork!!!!!!!



Thank You and WELCOME to
ACCENT GLOBAL STAFFING!

TEAMWORK

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★ ★ ★ ★ work!