



**Everest Concepts**  
**Contractor Handbook**

**Welcome to Everest Concepts DBA Cocktails Catering. We are committed to continually improving the quality of our services and products. We take pride in our company and know that our contractors are the key to our success. Our goal is to ensure that we continue to provide best in industry standards service while creating an experience that wins the loyalty of our customers and their guests. Welcome to our team!**

## **About the Catering Business**

Catering is demanding work that requires stamina, energy, the ability to work under pressure, and the passion to create memorable moments. Cocktails Catering's reputation will speak volumes and our success will greatly depend upon the integrity, reliability and professionalism of our contractors. Meeting tight deadlines and handling dissatisfied customers all come with the territory. The ability to problem-solve and effectively deal with people are two major skills that will be required to work for our company. To be successful you must be creative, think on your feet, and be able and open to handling difficult situations to meet customer expectations.

## **General Duties**

Catering contractors are assigned a wide variety of tasks to help prepare and serve events. Cocktails Catering employees are expected to be full team players. Duties range from clerical work, cleaning and organizing, and food preparation to assisting in staffing and overseeing execution of events. Accomplishing these tasks while meeting the needs of the guests requires careful adherence to policies and procedures set in place by Cocktails Catering while understanding that the priority is the customers' wants and needs.

## **Client Interaction**

As a company, our success depends upon our guests' level of satisfaction. You will be directly involved with customers and their guests on a daily basis, so it is essential that you understand the importance of excellent customer service. Cocktails Catering enforces strict policies when it comes to contractors interacting with customers and guests. This includes greeting customers and guests in a polite and friendly manner, help guests and customers when necessary, refrain from the use of personal electronic devices during work hours, specifically during an event. Our customers come first. We believe that when the customer receives friendly service and is truly pleased to be doing business with us, we will be successful and profitable. You can make the difference!

**This handbook cannot answer every question or anticipate every situation about your employment with Cocktails Catering. It is not an employment contract nor is it intended to create a contractual obligation of any kind. We reserve the right to change, revise or eliminate any of the policies and or benefits described in this handbook except the policy of employment at will. In the event there are changes made, it will be communicated to you with the appropriate notice.**

# **Equal Opportunity Employer ( EOE)**

## **EOE Policy**

It is our goal to recruit, select, employ, transfer and promote any and all employees, contractors and job applicants on an equal basis. Our selection will be based on merit, qualifications and abilities. This policy shall be applied without regard to an individual's race, color, age, sex, religion, national origin, and marital status, disability status in accordance with all applicable federal, state and local laws. The policy governs all terms and conditions of employment including but not limited to selection, job assignment, compensation, discipline, termination and access to benefits and training.

## **At- Will Employment**

Like most companies, we have the right to terminate your contract with Cocktails Catering at any time for whatever reason and no one in the company has the authority to make any representation or agreement to the contrary.

Florida employment law is based on the general rule that any employee and/or contractor may be discharged by the employer, or may leave the job, for any reason whatsoever, or for no reason. Likewise, the employee is free to quit a job at any time without any reason and without any notice. THERE DOES NOT HAVE TO BE ANY REASON FOR FIRING OR FOR QUITTING. This is referred to in the law as the "Employment at Will" doctrine.

If any contractor wishes to discontinue their contract with Cocktails Catering it is required to give at least two (2) week notice to receive an honorable discharge from the company and allows the contractor to use Cocktails Catering as a reference in the future. Furthermore, without a 2 week notice, all gratuities will be forfeited.

## **Non Discrimination**

It is our policy to give service to all guests, regardless of race, color, age, sex, religion, national origin, sexual orientation, pregnancy, marital status, veteran status, disability, height or weight. All contractors are required to comply with this policy.

## **Americans with Disabilities Act**

It is the policy of Cocktails Catering to comply with American with Disabilities Act (ADA). We will not discriminate against any qualified contractor or job applicant because of physical or mental disability. We will reasonably accommodate any contractor or applicant with disabilities who are otherwise qualified to safely perform the essential functions of their job unless it would create undue hardship. We will also provide accommodations and accessibility to all disabled visitors and disabled guests to our facility as required under Title III of the Americans with Disabilities Act to ensure that everyone, regardless of disability has an equal opportunity to enjoy our services and facility.

## **Immigration Law Compliance**

In compliance with federal laws contained in the Immigration Reform and Control Act of 1986, all offers of contract are contingent upon the applicant's ability to satisfy federal requirements regarding proof of identity and the lawful right to be employed in the United States through the **E-Verify System**.

Satisfaction of any documents required for verification of employment eligibility will be handled as required by law and this may include termination if documents are determined to be fraudulent.

## **Open Door Policy**

We hold genuine interest in the concerns of our contractors and value open communication. It is important to us that we recognize individual needs and rights to make his or her feelings known. Letting a problem linger by complaining about them to your coworkers instead of discussing them with your manager leads to frustration, not solutions. It is important to understand that in spite of our best efforts there will be misunderstanding or conflicts in our organization. When this happens, we want to address the situation as quickly as possible. We ask that you present the facts of your situation to your manager within a short period of the occurrence. We pledge that all contractors will receive a fair discussion and an informed response.

## **Conduct**

All contractors are expected to comply with common and acceptable standards of behavior while performing their job duties. Conduct that interferes with operations, discredits the Company, or is offensive to guests, vendors or fellow employees is not acceptable.

Cocktails Catering is committed to maintaining a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in an atmosphere that promotes equal opportunities. The company expects that the relationships among our contractors and other contacts be respectful and free of bias, prejudice and harassment. In keeping with this commitment, Cocktails Catering maintains a strict policy prohibiting harassment of our contractors and our customers and prospective customers and vendors on the basis of color, sex, religion, national origin, age, disability, marital status or other protected class or status. Violations of this policy will not be tolerated and will result in discipline, up to and including termination of employment.

It is a policy of Cocktails Catering to provide a **drug-free** workplace. To promote this goal, all contractors are required to report to work in appropriate mental and physical condition, (*fit condition*) to perform their job in a satisfactory manner. While on premises and while conducting business related activities off premises, no contractor may use, possess, manufacture, distribute, purchase, sell or be **under the influence of alcohol or illegal drugs**. The legal use of prescribed drugs is permitted on the job only if it does not impair an contractor's ability to perform the essential functions of the job effectively and in a safe manner and that does not endanger other contractors, employees, vendors, customers or guests. Violation of this policy will lead to disciplinary action, up to and including **immediate termination** of contract and or required participation in a substance abuse rehabilitation or treatment program. Such violation may also have legal consequences.

Any contractor, who operates equipment or drives a company (or company rented) vehicle in the performance of his or her duties that would have the safe operation of such equipment or vehicle impacted by the consumption of a prescribed substance, is required to discuss the situation with their manager. The substance taken need not be disclosed, just the fact that you may not be able to safely operate certain equipment or vehicles. *In addition, only contractors with valid driver licenses may drive a company vehicle. If your driver license has been revoked or suspended you must notify management and you will not be allowed to drive any company vehicle.*

## SEXUAL HARASSMENT POLICIES AND PROCEDURES

Policy Section 703 of Title VII of the Civil Rights Act of 1964 as amended provides that "it shall be an unlawful employment practice for an employer to fail or refuse to hire or to discharge any individual, or otherwise to discriminate against any individual with respect to his compensation, terms, conditions, or privileges of employment, because of such individual's race, color, religion, **sex**, or national origin."

Harassment of any employee on the basis of sex violates federal laws.

Everest Concepts DBA Cocktails Catering policies and practices prohibit, among other things, sexual harassment of contractors, employees, including persons of the same sex.

### What is Sexual Harassment?

Sexual harassment is unwelcome conduct of a sexual nature. Conduct is unwelcome if the person did not request or invite it and "regarded the conduct as undesirable and offensive." The Office of Civil Rights, which enforces Title IX, makes a "strong presumption that sexual conduct between an employer and a contractor is not consensual. Cocktails Catering also has a policy on **Amorous** relationships between contractors. (*The Amorous Relationships Policy is the next policy in this Manual*).

Sexual harassment can include, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other behaviors of a sexual nature when:

- a. submission to such conduct is made explicitly or implicitly a term or condition of an individual's contract; or
- b. submission to or rejection of such conduct by an individual is used as a basis for contract; or
- c. such conduct unreasonably interferes with an contractor's work performance or creates an intimidating, hostile or offensive working environment.

### Examples of Inappropriate Conduct

Verbal Conduct:

- A. Sexual jokes or suggestive verbal communication.
- B. Unwelcome telephone calls of a sexual nature.
- C. Degrading or demeaning remarks of a sexual nature.
- D. Using threats of punishment to attempt to force sexual activity or other sexual conduct.
- E. Sexual propositions that, either overtly or by implication, promises rewards.
- F. Whistling or calling out to someone in a sexual way.

Nonverbal Conduct:

- A. Distribution or display of materials of a sexual nature, this includes but is not limited to posters, calendars, screen savers or similar items.
- B. Suggestive body language such as ogling, staring, leering, lewd licking of lips, or suggestive touching of oneself.
- C. Unwelcome letters, notes or e-mails of a sexual nature.
- D. Unwelcome and deliberate touching such as patting, stroking and rubbing.

## **Informal Process**

Because it is beneficial to all to resolve allegations of discrimination or sexual harassment promptly and efficiently, whenever possible an individual seeking resolution for an allegation of discrimination or sexual harassment is encouraged to pursue informal resolution of such allegations. The informal process should be initiated on a timely basis so that the time period for filing a grievance can be met if s/he chooses to do so.

Because this is an informal step, the actual course of action followed when attempting to resolve the situation will vary based upon the circumstances of the complaint. The complainant has the right to institute formal proceedings at any time during the process.

## **Confidentiality**

Cocktails Catering recognizes that some individuals filing complaints may want their identities to remain confidential. Management will use their best efforts to maintain confidentiality for all parties involved. In some instances, the alleged harasser can be spoken to without the complainant being identified. In other cases, issues of confidentiality must be balanced against the companies' need to investigate and take other actions. Cocktails Catering may also choose to initiate its own investigation without a complaining party if there are enough factors to support an allegation.

## **Formal Process**

**\*\* Please note that formal complaints of harassment of a contractor shall be filed with their immediate manager.**

The complainant shall put the complaint in writing, stating the nature of the complaint, the facts upon which the complaint is based, and the relief requested. The written statement shall be sent to the manager, who will immediately provide a copy to the respondent. The respondent's supervisor will be notified that a complaint has been filed. The respondent must reply in writing to the complaint within ten (10) working days after its receipt. The response must be sent to the management who shall provide a copy to the complainant.

The formal complaint can be filed in writing at any time during the informal process, within 90 working days following the completion of the informal step, or in the case of continued discrimination or harassment, within 90 working days of the latest alleged incident.

Management will attempt to reach a mutually agreeable resolution of the formal complaint through discussion, mediation, investigation, or other steps that s/he feels is necessary. Both parties and the respondent's supervisor will be notified of the outcome of the complaint. Cocktails Catering will strive to conclude the investigation within thirty (30) working days from the date the original grievance was filed.

## **Temporary Measures**

The company may at any point in the complaint process elect to place the alleged harasser on investigative suspension while an investigation is pending. Cocktails Catering also reserves the right to reassign the alleged harasser away from the complainant until such complaint can be resolved.

## **Findings and Recommendations**

Management shall forward a report of the results of the investigation to the respondent's supervisor. This report shall include recommendations designed to correct the situation, improve departmental processes, and/or prevent future violations.

Any contractor found to have violated this policy by engaging in conduct constituting sexual harassment shall be subject to appropriate disciplinary action up to and including their termination.

### **Retaliation is Prohibited**

It is unlawful to retaliate against an individual for filing a complaint of sexual harassment or for cooperating in an investigation of a complaint of sexual harassment. Cocktails Catering will take strong responsive action if retaliation occurs. Any person found to have retaliated against an individual reporting, filing or cooperating in a sexual harassment matter is subject to Cocktails Catering disciplinary procedures up to and including termination.

## **AMOROUS RELATIONSHIPS**

When one party has a professional relationship towards the other, or stands in a position of authority over the other, even an apparently consensual amorous relationship may lead to sexual harassment.

Anyone involved in an amorous relationship with someone over whom he or she has supervisory power must recuse himself or herself from decisions that affect the compensation, evaluation, employment conditions of the subordinate involved.

Any individual in authority who is or has been involved in an amorous relationship with a person whom they may be called upon to evaluate must promptly report this fact to his or her supervisor. The supervisor will then arrange to see that the individual in authority does not evaluate nor participate in discussions and decisions that affect the compensation, evaluation, employment conditions of the subordinate involved. Any individual who violates this policy is subject to disciplinary action commensurate with the offense.

## **Safety and Security**

Cocktails Catering recognizes and accepts management's responsibility to provide safe working conditions for employees. As an employee, you are obligated to put safety first in the performance of your duties, for your own safety, the safety of your coworkers, and for the safety of the customers and guests.

### **Examples:**

Contractor must work in a safe and productive manner.

No horseplay, running, kicking or punching things, fighting, or throwing things is permitted.

Know proper use of chemicals and use proper safety equipment as required.

Be alert to unknown suspicious persons in our facility and at events.

Notify management or police about suspicious person.

Notify management of cars in parking areas that are not moved in days.

Understand the operation instructions of all equipment you use.

Report any lights that are burned out.

Insure electrical equipment is unplugged before attempting to do any repairs or cleaning, or at the end of the work day.

Do not leave excess water on floor surfaces.

Clean up spills immediately.  
Avoid tripping hazards, remove trays, boxes, etc. as soon as possible.  
Never reach into cans, there could be broken glass. Do not pick up broken glass with bare hands.

Contractors must immediately (within 15 minutes) notify management of any accident, injury, damage to company property and unsafe or substandard working conditions, and if requested, provide a full written statement. If you require more than a band aid for any on-the-job cuts, scrapes, or burns you must notify your manager immediately. As an independent contractor, Everest Concepts is not required to cover you with our workman's compensation insurance policy. However, in certain circumstances, if you require medical treatment, you will be required to submit to a drug test.

## **Fire and Emergency Procedure**

In case of fire or emergency, alert everyone and then call 911. Try to assist guests and other coworkers to exit. Evacuate the building unless instructed differently by management.

## **Fair Wage Policy**

It is our policy to pay wages which are competitive with rates being paid for similar jobs by other employers in our industry and/or community. Local competitors are periodically surveyed to ensure that rates remain sensitive to local market influences.

Furthermore, as an Independent Contractor, you are responsible for your own taxes and keeping track of your records and income.

You will receive a 1099 for income reporting if that income was greater than or equal to 600.00

## **Tip Reporting**

Contractors who receive tips are required by federal law to report the amount received. All tips you receive are subject to income tax and Social Security contributions. You must report tips you receive in cash directly from the guest and also tips that are charged by guests and paid to you by the company.

## **Attendance and Punctuality**

Your dependable attendance and punctuality are essential for the success of our operation. Unscheduled absences and tardiness damper our ability to properly serve our guests and create undue demands on coworkers. It is vital to our success that all contractors are at their job as scheduled. Arriving to the facility or event at the start of your scheduled shift is considered late.

Working schedules and starting times are established by the Manager based on business and production needs. The scheduling person is responsible for communicating work schedules to staff.

Contractors are expected to be at their work station in a *fit condition* and ready to work at starting time. Work activity should commence at starting times and continue until the normal designated stopping time.

In the event of absence or tardiness from an assigned work schedule, the contractor is required to call and report the absence to designated individual as specified by management.

Cocktails Catering reserves the right to require a contractor to submit a note from their physician in the event of medical absences exceeding three days, and/or to avoid suspension as stated in our call out policy.

A contractor's request to leave work early may be considered by the Supervisor or Manager. Approval of such request should be based upon the urgency of the reason for absence and department staffing needs. As a general guide, leaving early should not exceed one instance per month or five instances in a calendar year.

Again, your dependable attendance and punctuality are essential for the success of our operation. If for any reason, you are unable to keep your commitment to work a shift, please let scheduling/Management know as soon as possible.

Calling out within 48 hours of your shift will result in 1 week suspension and removal from currently scheduled shifts.

Calling out within 24 hours will elicit a two week suspension and forfeit of all currently scheduled shifts.

If it is a true emergency, please provide documentation (i.e. Police report, Dr.'s note, etc.) and suspension will be removed and you will be taken off of hiatus.

If you are a no-call, no-show , we will allow you 20 minutes from your start time; anything exceeding that, and we will be parting ways.

## **Work Week**

Unless otherwise posted, the work week begins at 12:01 am Sunday and ends at 12:00 midnight on Saturday

## **Payroll Period**

Payroll is paid bi-weekly and the check is available for pick up the Friday following the pay period.

## **Reporting Hours on Rosters**

A roster is used for the purpose of recording hours worked for payroll processing. No employee may record time other than his or her own. Recording time for another contractor is a serious offense and may result in disciplinary action up to and including termination.

It is the contractor's responsibility to record on a daily bases his or her worked hours. If you forget to record your time on your roster you must immediately notify your manager.

## **Smoking**

Our company supports a smoke and vapor free environment.

## **Courtesy**

Cocktails Catering's reputation and success was built due to our services, friendliness and courtesy to our customers and their guests. All contractors are expected to warmly greet and acknowledge everyone encountered including coworkers. Follow the 10-5 rule, acknowledge someone within 10 feet with a nod or wave, greet someone within 5 feet. When a customer is at our facility or at an event, make sure that you acknowledge them in a professional manner with a warm smile and provide eye contact. Offer assistance to them if requested or appropriate. Anticipate their needs and make every attempt to make your interaction a positive, memorable encounter.

## **Appearance**

Cocktails Catering requires uniforms for all contractors. Contractors should keep uniforms clean and neat at all times. In addition, we expect contractors to arrive to work clean and groomed. Depending on the individual activity we may require our staff to cover tattoos. Other policies and procedures related to appearance include: limiting the use of heavy colognes and perfumes, keeping jewelry and professional attire modest, keeping hair pulled back and wearing hats or hairnets when handling food products, and abiding by your departments uniform policies.

## **Personal Appearance and Hygiene**

Each and every contractor has to maintain their grooming and hygiene. Here are some guidelines :

### **Hair**

1. Only conservative hair styles, including colors' and accessories are permitted. No lurid or multi colored hair colors, Mohawks, or partly shaven hair is not permitted. Hair accessories must be plain (black, brown or beige) and closely blend with hair color. No bright colored hair accessories including bands, hair ties, clips, slides or flowers are permitted.
2. Food Handlers with long hair should use the hair nets or be worn within a cap.
3. A neat and severely trimmed beard is acceptable, provided it is grown on a leave period or prior to the commencement of employment. This must be kept neat or you will be asked to shave.
4. Facial stubble is not acceptable

### **Jewelry**

1. No visible body piercing other than one conservative earring per ear (small plain gold, silver or pearl stud).
2. No other facial piercing or jeweler is permitted including nose, eyebrow, tongue or other facial piercing whilst on duty or in uniform.
3. For safety reasons management reserves the right to ask staff to remove jewelry when it's deemed unsafe during the operation of certain machinery.

### **Shoes**

1. Non-slip all black shoes are required.
2. Shoes are to be cleaned regularly.
3. It is important that the condition of your shoes be maintained i.e. no broken soles or holes, due to occupational health and safety requirements.

## **Attire or Apparel**

1. Uniforms are your responsibility to ensure they are clean and freshly pressed when reporting for duty.
2. If your uniform is worn or torn, please replace it. Polos and button-down service shirts are to be purchased from the office for \$20.00 each. Ties are also available for 8.00 . All three items are part of your uniform. All other attire must be purchased at the store of your choosing as long as it meets our uniform requirements.
3. When travelling to and from work and on breaks outside of the event, ensure your appearance standards are maintained as per the on duty standards. Uniforms are not to be worn socially outside of work unless on company business.
4. Uniforms that are lost will be the employee's responsibility to replace.

### **Other**

1. Visible tattoos are not permitted at events or in the presence of clients and must be appropriately covered with a skin tone bandage at all times.
2. Conservative use of makeup is required.
3. Only clear or French nail polish is permitted except for Food and Beverage staff who may not wear nail polish at all.
4. Fingernails should be kept clean and cut.
5. Due to allergies, strong perfume/after shave is not permitted. A conservative approach to this is required.
6. Due to the hot and humid conditions experienced in Florida it is particularly important to be mindful of good hygiene including the use of deodorant.
7. Management within Cocktails Catering can exercise reasonable discretion in the hair styles (including use of hair accessories) and make-up worn by staff working.

## **Personal Property**

Cocktails Catering cannot assume any responsibility or liability for theft and or damage to personal property brought in by our employees either to our facility or at events. This includes automobiles parked at our parking lot. If a loss was to occur through theft or vandalism, please report it immediately to your manager. The owner will be contacted to ensure that all steps possible are taken to prevent any reoccurrence.

## **Phone Usage At Events**

**Lead servers are the only contractors with permission to use a cell phone on site.**

**If you have special circumstances, or an emergency situation, please communicate this with your lead server and arrangements will be made.**

**Under NO circumstance are you to be using your cell phone on the floor or within site of a guest. Failure to comply with this policy will result in disciplinary action.**