



Penn Apartment Staffing Employment Guidelines

Employment with Penn

Employees hired by Penn Apartment Staffing are OUR employees that are “leased” to our clients. This means that although you are to report to the client supervisor and follow all of their workplace rules and regulations, you are still working for Penn.

Any concerns or problems that you have on the jobsite need to be brought to the attention of the Penn office – NOT the client. You are not, under any circumstances allowed to confront the client in a hostile or disrespectful manner. Doing so will jeopardize your future employment with Penn.

It is Penn’s policy not to send our employees to current or previous employers, unless requested and verified. If you are offered a shift with a current or previous employer, notify our office and we will do our best to reassign you.

Job Assignments

All job assignments are booked through the Penn office. If you are available to work, you must call our office to let us know. It is **YOUR** responsibility to contact us – do NOT wait for us to contact you. Our Staffing Team members keep a daily availability list and if your name is not on the list, we will not call you for assignments.

It is **YOUR** responsibility to confirm that will you work all job assignments. Please do so 24 hours in advance of the scheduled event. A voicemail message is considered acceptable.

It is **YOUR** responsibility to know the details of the assignment! This includes:

- Client name and address – we will provide address, security instructions and parking information if applicable. Please Mapquest or Google the address for driving directions.
- Your start time – arrive 15 minutes early!
- To Whom you will report
- Uniform requirements (when applicable)
- Hourly wage

Please note: You are not allowed to accept an assignment directly from the client, nor should you ever give out your phone number to a client! All assignments MUST be booked through our office to ensure you will be paid!



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Job Assignments (cont.)

Any changes in your schedule must be handled through the Penn office. You can NOT switch shifts without the approval of a Penn Staffing Team member.

As a Penn employee, you are expected to assist the client, within reason, with any request. Due to the nature of the multi-family business, you may be requested to assist with a variety of duties outside the specific job you accepted. Do your job with a SMILE and if you have any questions or concerns about the request, complete the assignment and address it with a Penn Staffing Team member the *next* business day.

Take pride in your work! The majority of your hours will come from the client requests. Clients appreciate employees who work hard and do a great job – and so do we!

Scheduling

We only allow a verbal acceptance of an assignment from YOU. Family members, friends, etc. are not allowed to accept assignments on your behalf.

Assignments are filled based on client requests and your availability. Keep in mind that a lot of assignments are last minute and if you've called in available, you will be called first for these assignments.

If you know your availability on a weekly basis, please call or text Penn to let us know. We will keep this information in your file. Also, note any permanent restrictions (i.e. can't work Thursday evenings due to school, etc.)

Attendance

If you are scheduled to work at a client site and arrive on time, but do not work, you will be paid 1-hour drive time as compensation. If you arrive at the client site and work, you are eligible for a 4-hour minimum shift.

Occasionally we will assign additional staff to an event in case of a last-minute cancellation or no-show. Even though the event may be overstaffed, you may still be able to work. If you do not work at the client, you will be compensated 1-hour drive time, provided you were at the event 15 minutes prior to start time.



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Attendance (cont.)

When you accept an assignment, you are expected to be there. Please make certain you don't have any scheduling conflicts before accepting an assignment. In the event you can NOT make your assignment, **notify our office ASAP** so we can make alternate arrangements. **A 24-hour cancellation notice is preferred.** We expect such cancellations will be for **emergency reasons only** – those that cannot be handled by anyone other than yourself.

You **MUST** contact Penn upon the completion of each assignment. If you fail to do so, we may assume that you have voluntarily quit without good cause associated with the work which may result in the denial of your unemployment benefits.

A **NO CALL NO SHOW (NCNS)** to an assignment (prior to cancellation) is an immediate termination! There is never an excuse not to call a Penn office if you cannot make your assignment. **WE ARE ON CALL 24 HOURS A DAY – DO NOT CALL THE CLIENT!** Call outs will be acceptable in emergency situations only. A pattern of repeated call outs or tardies will be documented in your employee file and addressed accordingly.

Time Card Procedures – VERY IMPORTANT!

Penn timecards are how both you and our company get paid. Our timecards double as a “contract” with our client. Timecards need to be complete, accurate and neat. It is **YOUR** responsibility to keep track and document your hours! Keep a sufficient amount of timecards with you. Our work week begins on Monday, ends on Sunday.

Failure to fill out your timecard properly could result in a delay in pay!

Although your timecard represents a full week worked, you are to use a different timecard for different clients. If you are working at the same client for the entire week, one timecard is fine. You are fully responsible for the completion of information on your timecard before leaving the assignment which includes:

- Your name – legible and neat!
- Start time, end time and any breaks taken
- Total hours for that day (not including breaks)
- Your signature
- The week ending Sunday's date
- Client signature verifying hours – You will **NOT** be paid without this!



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Pay Periods and Check Distribution

Penn pays our employees on a weekly basis. Paydays are every Friday (given you worked the PRIOR week) and paychecks can be picked-up in our office on Friday's before 5pm.

If you are unable to pick-up your paycheck, you may have someone else pick it up for you. **YOU** must notify Penn of the person who will be picking up your paycheck and that person must show valid ID before we will release your check. No exceptions.

If you request that we mail your check, please allow a reasonable amount of time to receive it. Also, please ensure that your address on file is accurate and up to date at all times. There is a 7 **BUSINESS** day waiting period before we will void and reissue any checks that are mailed.

On The Job Rules and Regulations

As a representative of Penn, you are required to follow all rules and regulations of both our office and the client. Failure to do so could result in termination. You are our product and our service. Your performance (good or bad) will directly affect our company.

- **Alcohol and/or Drug abuse** – You are NOT, under any circumstance to consume alcoholic beverages while working for a Penn client. If you are caught drinking or under the influence of drugs/alcohol, you will immediately be dismissed from the assignment and terminated by Penn. **NO EXCEPTIONS.**
- **Theft** – You are not to leave our clients premise with anything you did not bring to the assignment. This includes but is not limited to; food, tools, office supplies and any other belongings of the job or other employees. Doing so could result in immediate dismissal and termination by Penn.
- **Cell phones** – Cell phones must be turned off or silenced during your assignment. You are not allowed to use the phone during the middle of an assignment UNLESS you are on an approved break. Always get approval for an appropriate area to use your cell phone, keep it brief and use your “inside voice”.



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On The Job Rules and Regulations (cont.)

- **Breaks** – You are not on a break until instructed by a supervisor. Our clients will attempt to give each employee a reasonable amount of break time, however, the needs of the guest come first. Drinks and food are to be kept in the break room, do NOT eat in the area of the event. Smoking is allowed on your break ONLY in the designated area as instructed by the client. Report back to your supervisor when your break is over.
- **Arguing/Fighting** – Petty arguments and childish behavior is not accepted by our staff. Clients are extremely busy and do not have the time to deal with it. If there is an issue, bring it to the attention of Penn and we will assist you in solving the problem. Confrontations – be it verbal or physical – are cause for immediate dismissal from the assignment and termination by Penn. **NO EXCEPTIONS.**
- **Job completion** – When you accept an assignment, you are expected to work the entire shift. If you leave before the client releases you it will be considered job abandonment.

Accident Prevention – Workplace Safety

Maintaining a safe working environment and practicing safety is everyone's job. The following work rules apply to ALL Penn employees:

- Upon arrival at the assignment, look over the work area. Make sure the floor is clean, clear and equipment is properly stored before starting your assignment.
- Read and familiarize yourself with all safety measures presented in this booklet.
- Immediately report to the on-site supervisor any unsafe conditions or potential hazards. **DO NOT WAIT!**
- Politely refuse any work that may be harmful or that you have been restricted from doing by order of a Doctor. It is YOUR responsibility to advise Penn of any such restrictions. If the client persists, call our office and report the incident. We will remove you from the assignment and will be compensated for the time worked.
- Report any accident or injury – no matter how minor – to your supervisor ASAP. If your injury requires immediate attention, call the Penn office.



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Harassment Policy

Harassment situations can generally be placed into one of two broad categories:

- **Quid Pro Quo** – An example is a situation where employment (or a specific term of employment such as a raise or a promotion, etc.) is conditioned upon receipt of sexual favors from an employee. Actual potential tangible economic losses are usually involved in this type of situation.
- **Hostile Working Environment** – This occurs when the employee has not suffered any tangible economic loss (such as demotions, suspension, discharge, etc.) but rather the employee has been subjected to a working environment which the employee feels is offensive language, displaying offensive pictures persistent unwelcome social invitations, etc.

If an employee finds himself/herself in a situation which the employee believes to be harassment (either conscious or an unconscious nature), the employee should immediately bring the situation to the attention of an appropriate member of Penn management (without fear of reprisal) as outlined below:

- Tell the alleged harasser that the behavior is offensive and unwelcome.
- If the problem continues or if the employee feels physically threatened by the alleged harasser the employee should contact Penn ASAP.
- If the alleged harasser is your immediate supervisor at Penn, the employee should talk in confidence with a Human Resources representative at the Penn corporate office.
- An investigation of the allegation will take place and Penn management, as appropriate, will inform the employee of the status of the investigation.

Penn Apartment Staffing will not permit or tolerate any form of harassment from any employees (client or Penn), applicants for employment, clients or Penn management.



Penn Apartment Staffing Field Employee Dress Code

As an employee of Penn Staffing, LLC we expect you to project a professional image to our clients at all times. It is imperative that the dress code outlined below be followed on all assignments. ***Always ask what the correct uniform is for each assignment!*** Failure to comply with grooming/hygiene, dress and uniform standards can lead to dismissal from the assignment or termination by Penn.

Minimum Grooming/Hygiene Standards

- Regular bathing and use of deodorant/anti-perspirant.
- Good oral care.
- Cuts, rashes or minor skin eruptions must be covered.
- Clean hair, hands, and trimmed neat fingernails.

Minimum Dress Code Standards

- **CLEAN, PRESSED, STAIN FREE** clothing.
- **No Jeans**
- Closed toed shoes. No flip flops.
- Offensive or vulgar tattoo's must be covered at all times.
- Name tag (if provided) must be worn and visible at all times.



Penn Apartment Staffing – What We Do

Penn Apartment Staffing is ready and willing to supply our clients with professional employees for your office or maintenance needs on a temporary, part-time, full-time or permanent basis.

We staff all employment levels of the multi-family industry.

Positions we staff:

- Leasing Consultants
- Leasing Directors
- Assistant Managers
- Managers
- Administrative/Receptionist
- Housekeepers
- Porter/Grounds
- Make Ready
- Assistant Maintenance
- Lead Maintenance
- Maintenance Supervisor

At Penn Staffing, we realize that our employees are the most important aspect of our service. We strive on being professionals and so must you. All employees are expected to appear and conduct themselves in a professional manner in accordance with our mission statement:

Our mission is to develop long term business partnerships with our clients by customizing our services to their individual needs. Penn Staffing, LLC is committed to providing total client satisfaction. We strive to exceed our clients expectations, support temporary personnel and be the elite in the apartment staffing industry.



Penn Apartment Staffing – What We Do

We offer our clients 5 primary staffing alternatives:

Temporary – One day or on-going assignments in which the employee “fills in” to cover an employee absence due to illness, vacation or additional staff requirements for large events.

Permanent Placement – At times, clients are looking for full-time, permanent help. They will send us the requirements of the position and we scour our database to find the right candidates. If your qualifications are a fit, we’ll make all of the interview arrangements for you.

Temp to Perm – You will start in a temporary position with a client and based on your performance, they have the option to keep you as a permanent employee after you’ve worked 160 hours for Penn. **Field employees are responsible for completion of temp to perm hours!**

SmartHire – If a client finds a candidate on their own, they can send them to our office and we’ll do all of the paperwork and payroll for them. You will still work for Penn, the client is “trying you out”.

Direct Hire – When clients have an urgent need for staff, they can hire one of our employees directly for a negotiated fee. The employee immediately goes from Penn to the company's payroll.