

# HuskyEats Student Associate Onboarding Guide: 2024-2025



## Introduction

Welcome to HuskyEats! HuskyEats is the brand we use for our dining program here at Michigan Tech. All dining services are managed by Chartwells Higher Education--a management company that handles dining programs for over 300 universities across the country! All student employees in our dining program are employees of Chartwells Higher Education, and although we work closely with Michigan Tech, we are not considered employees of the university.

We understand that your first few weeks on campus can be overwhelming, so we designed this guide to simplify your onboarding process and give you the resources you need to begin working with HuskyEats. Below you will find an onboarding checklist to keep track of your progress, and step-by-step instructions for each task outlined in the table of contents. If you have any questions, please contact your assigned supervisor or Beth.Fish@compass-usa.com. We hope you find your time with HuskyEats as rewarding as we do!

— *The HuskyEats Team*

[If you have not yet applied to HuskyEats, scan this QR code for a link to apply:](#)



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# 1. Onboarding Checklist

*Tip:* Use this list to keep track of all steps required to be fully eligible for employment! More details on each step are further in the packet.

- You have applied for work and received the 'Thank you for applying' email.
- Follow the instructions and complete the '2-minute assessment' email within 5 days of receiving it.
- You have received the 'Congratulations on your offer' email.
- Complete the task outlined in the "Success Factors" email within 5 days.
- Follow the instructions and complete the "CheckR" background check email within 5 days of receiving it.
- Complete the task outlined in the "90 second assessment" email within 5 days.
- Open a local bank account before meeting with Human Resources.
- Schedule your first meeting with Human Resources (HR).
- Complete Section 1 of the Form I-9 using the link provided by [services@formi9.com](mailto:services@formi9.com)
- Gather all required documents and meet with HR to complete the I-9 document.
- Set up your Compass Associate Portal with HR.
- Set up direct deposit to your bank account through your Compass Associate Portal.
- Receive your employee information and assigned area.
- Have HR grant your 'Ready to work!' card.
- Meet with your assigned supervisor to obtain your uniform and work schedule.
- Obtain the 'Employment Verification' form from your supervisor. (**This letter is required to apply for a social security number.**)
- Gather required documents and visit the Social Security Office to obtain an SSN.
- Meet with HR to update your I-9 with your new Social Security number (Must be completed within 21 days of your first day of work!).

## 2. Checking and Responding to Essential Emails

**TIP:** Some emails may contain “No reply” in the address you received it from, but **there may still be a link inside the email with action you need to take! (Such as a background check!)**

- **First Email**

- A thank you for applying- sent from [donotreply@compass-usa.com](mailto:donotreply@compass-usa.com)
- **Action: No immediate action required. These email is confirmation we have received your appliation.**

- **Second Email**

- Requires you to follow the instructions and complete a short 2-minute assessment. - sent from [donotreply@compass-usa.com](mailto:donotreply@compass-usa.com)
- **Action: Complete this assessment within five days.**

- **Third Email**

- Congratulations on your offer. - sent from [donotreply@compass-usa.com](mailto:donotreply@compass-usa.com)
- **Action: This means you’ve been selected for employment! Celebrate, but also prepare for the next steps.**

- **Fourth Email**

- "CheckR"- Background check. -sent from [support@checkr.com](mailto:support@checkr.com)
- **Action: This email outlines the process of completing your background check. Complete this within five days before the link in the email expires.**
- *\*Note: Sometimes your background check can take several days to clear. Don't worry —it's normal. You'll be notified by CheckR when it clears. \**

- **Fifth Email**

- "Success Factors". -from [donotreply@compass-usa.com](mailto:donotreply@compass-usa.com)
- **Action: Click the link in the email and complete the task outlined within 5 days or the link expires.**

- **I-9 Email**

- Email with a link to access form I-9. -from [services@formi9.com](mailto:services@formi9.com)
- **Action: Follow the instructions in the email to fill out "Section 1" of your form I-9. \*NOTE: Make sure to check the box "Applied for SSN".**

### 3. Setting Up Your Bank Account

**TIP:** The easiest and quickest way to get paid is to have a direct deposit setup with one of our local banks. Flagstar Bank is historically accommodating to first year international students, and is close to campus! **Make sure you get your account number and routing number from your bank and have them ready before your first meeting with Human Resources!**

#### Local Banks:

Bank Name	Address	Phone
Flagstar Bank	1303 College Avenue, Houghton	906-487-5850
Incredible Bank	19795 Sharon Avenue, Houghton	906-482-4646
Breakwater Federal Credit Union	700 East Sharon Avenue, Houghton	906-482-5005
Superior National Bank	Tadych's Marketplace Foods, 1000 West Sharon Avenue, Houghton  Ridgecrest Plaza, 960 Razorback Drive, Houghton  Main Office, 235 Quincy Street, Hancock	906-482-0404 ext. 2270  906-483-4850  906-482-0404
Miners State Bank	Houghton Branch, 1203 Ridge Road, Houghton Hancock Branch,  49011 N. Royce Road, Hancock	906-482-5131  906-482-7227
Range Bank	48345 Hwy M26, Houghton	906-487-9680
Huntington National Bank	400 Quincy Street, Hancock	906-482-6002

## 4. Setting Up Your First Meeting with Husky Eat's Human Resources (HR) for form I-9

### 4a. Scheduling Your I-9 Meeting

Contact HR to set up your I-9 meeting. This meeting is mandatory to verify your employment eligibility. Contact Beth Fish at [Beth.Fish@compass-usa.com](mailto:Beth.Fish@compass-usa.com) or (insert HR assistant email) to schedule a meeting.

#### Prepare Required Documents

Make sure you bring your:

- I-94
- I-20
- Visa
- Passport

These documents are required to finish filling out your I-9 form! Our HR team can assist you with any questions regarding employment at this time, and if you experienced issues filling out Section 1 of the I-9, you can ask questions during this meeting.

### 4b. Setting Up Your Compass Associate Portal (CAP)

#### Access the CAP Website

[www.compassassociate.com](http://www.compassassociate.com)

HR will assist you in setting this up during your first meeting.

Visit the CAP website and create your account. This portal will allow you to view your paystubs and tax information, and it has a link to ESS (Employee Self Service) where you can review your hours worked and your schedule!

More information on your CAP can be found at the end of this packet

## 5. Your HuskyEats Credentials and Contacts

*This information will be provided by Human Resources during your first meeting*

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Name:

---

*As it appears on your application*

Personnel Number:

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*This is a number used to identify you in our systems*

Clock-In Number:

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*This is the number you will use to “clock in” to our time clock systems*

Assigned Area:

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*This area will be your primary work location*

Supervisor:

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*The leader of your primary work location*

Supervisor Email

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*Reach out to your supervisor to receive your schedule and uniform!*

## 6. Your “Ready to work” Card

This card will let your supervisor know you are eligible to begin working and will be granted once you have completed your first meeting with Human Resources. Without this verification, your supervisor will not allow you to begin working!

## 7. Getting Your Social Security Number (SSN)

You apply for your Social Security Number within 21 days of employment, and update your I-9 with HR once you receive it. Skipping this step can result in various pay issues and may even prevent you from working!

### 7a. Gather Required Documents

- I-94
- I-20
- Passport
- A letter from the International Programs and Services
- An Employment Verification Letter from your dining supervisor

### 7b. Social Security Administration Office

The Social Security Administration office is located at:  
902 Razorback Dr. Site 3  
Houghton, MI 49931

**Here you can apply for a Social Security Number. Make sure to bring all required documents as listed above!**

### 7c. Submit Your SSN to HR!

Update your I-9 with your Social Security Number once you receive it from the Social Security Administration. Talk to your supervisor when you receive your SSN and they help you update, either through PeopleHub or a meeting with Human Resources.

## 8. Policies and Procedures

### 8a. Student Handbook

After receiving employment, a digital copy of our student associate handbook will be emailed to you. Please review the policies in the handbook and reach out to your supervisor if you have any questions!

### 8b. Uniforms and Schedule

Your supervisor will give you two HuskyEats shirts and outline the uniform policy on your first day.



## 8c. Non-slip Shoes

Certified, non-slip shoes are required to work in foodservice areas! Your supervisor will provide you with a list of approved brands and styles. If you prefer, you can purchase your own non-slip shoes, but they must meet the same safety requirements. Please contact your supervisor for more information.

The other option is visiting our local Walmart and purchasing non-slip shoes yourself.

For more information on non-slip shoes, please visit our website at [beth.fish.compass-usa.com](#). We have a dedicated page for safety requirements and approved footwear. If you have any questions, please reach out to your supervisor or the HR department.

## 8d. Keeping your information updated and consistent

It is important to keep your information up to date. If your home address changes, please alert human resources at [Beth.Fish@compass-usa.com](mailto:Beth.Fish@compass-usa.com). Your W2 (a federal tax document required to file taxes with the united states) will be mailed to you in January, and it's important the address we have on file is current. It's also important to update us when you get your permanent Social Security number from the Social Security Administration Office, as stated in section 7c, so we can update the Social Security information on your I-9. Failure to do so could lead to delays in filing your taxes which can cause a number employment eligibility issues.

**It's also important to always use the same full name on all of your documents!** From your initial application, to the name you provide your supervisor, to the name you fill out your I-9 with, your name must be consistent across everything to avoid delays in employment.

## 9. Frequently Asked Questions (FAQs)

### What is a Social Security Number?

A Social Security Number (often abbreviated "SSN") is a unique identifier issued by the Social Security Administration. A temporary SSN will be issued by Human Resources during onboarding, **but you must apply for a permanent SSN after receiving an "Employment Verification Letter" from your supervisor by visiting the Social Security Administration Office.**

### What is a form I-9?

Form I-9 is a formal United States employment eligibility verification document that is required for any citizen to work in the country.

### How do I get paid?

Pay will be directly deposited into your bank account or mailed to you via a prepaid debit card. Payment is issued every two weeks on Fridays in accordance with the payroll calendar.

### **When can I start work?**

You are eligible to begin work after Human Resources issues you your “Ready to work” card and assigns you a work location.

### **How is my work location decided?**

Your work location is decided based on the needs of the business, although we may be able to take associate requests into consideration.

### **Will my employer work around my class schedule?**

Absolutely! All supervisors will work to ensure you aren’t scheduled during classes or exams.

### **Do I have to work weekends?**

Many supervisors make it mandatory to work at least one weekend shift during their first year with HuskyEats. (Insert information about pay differential here)

### **What if I don’t like my schedule?**

While supervisors will ensure you won’t be scheduled during classes, supervisors have the right to schedule around the business needs and may not always be able to schedule around everyone’s preferences.

### **I haven’t yet received a "ready to work" card and I’m confused on what to do next.**

Please email Beth.Fish@Compass-usa.com or (Insert HR assistant email) for questions about the onboarding process.

### **I’ve sent an email to HR but they haven’t responded. What do I do?**

We process hundreds of students every semester. Please be patient with a response or seek guidance from various campus organizations such as ISA or the Office for International Student Affairs.

### **What is the policy on phone use?**

Your direct supervisor will outline the phone use policy during your first group training session, but generally, phone use during work hours is prohibited without the permission of a direct supervisor.

### **Can I get another HuskyEats shirt?**

You will receive two HuskyEats shirts from your supervisor on or before your first day. After that, any additional shirts you may have to pay for yourself.

### **“I don’t want to wear \_\_\_\_\_”**

All employees are required to follow the uniform policy as described by your supervisor. This includes certified non-slip shoes. For the safety of our team and our guests, exceptions are not allowed.

### **I already have non-slip shoes. Do I need to purchase shoes?**

Some shoes brand themselves as “slip resistant”, but they do not qualify. For the safety of our associates and our guests you must wear certified, non-slip shoes. If you are not certain whether your shoes are certified, reach out to your assigned supervisor.

### **Do I get a free meal if I work in the Food Halls?**

Yes! You get one free meal for every shift worked. The meal must be eaten in the food hall and it’s expected to be taken either before or after your shift OR during a 30-minute unpaid meal break for shifts longer than five hours. Meal policies may differ slightly depending on what location you are assigned to and what shift you are working. Contact your assigned supervisor for more details.

### **What If I am sick?**

The Associate Student Handbook outlines the attendance policy, but your supervisor will go over how to request shift substitutions and other policies during your training period.

### **How does training work? I’ve never worked in a food hall before!**

During your first few weeks of employment, you will be scheduled for mandatory group training sessions. We have one required training that's for all student associates, and in addition, your supervisor may choose to do group training that's specific to your assigned unit. These will be scheduled and outlined by your direct supervisor. Your supervisor and team leads will help you understand your duties during your first few weeks of employment.

### **What is my rate of pay?**

All new associates start work at a rate of \$12.00 per hour.

### **How can I increase my rate of pay?**

You are eligible for a pay increase after two semester with HuskyEats, or if you promoted to a position of greater responsibility (such a student leader). We also may offer shift differentials for weekend shifts.

## **10. Work Areas and Contact List**

### **10a. Wadsworth Dining Hall (Wads)**

**Jared Thelen** - *Director of Dining Services*

Email: jared.thelen@compass-usa.com

**Cecil Farrell** - *Assistant Director of Dining Services*

Email: cecil.farrel@compass-usa.com

**Damon Mount** - *Supervisor*

Email: james.mount@compass-usa.com

**Jonathan Hewitt** -

Email: jonathan.hewitt@compass-usa.com

**Angelynne Youmans** - *Supervisor*

Email: angelynne.youmans@compass-usa.com

### **10b. McNair Dining Hall**

**Trevor Mills** - *Director of Dining Services*

Email: trevor.mills@compass-usa.com

**Erik Copeland** - *Executive Chef*

Email: erik.copeland@compass-usa.com

### **Supervisors? -**

### **10c. Douglass Houghton Hall (DHH)**

**Abbie Linden** - *Chef Manager*

Email: abbie.linden@compass-usa.com

### **10d. Memorial Union Building**

**Matthew Lean** - *Director of Retail Dining Services*

Email: mhlean@mtu.edu

**Katherine Theisen** - *Associate Director of Retail*

*Dining* Email: kjtheise@mtu.edu

### **10e. Campus Café**

**Anthony Botto** - *Assistant Director of Retail Dining*

Email: atbotto@mtu.edu

**Matthew Lean** - *Director of Retail Dining Services*

Email: mhlean@mtu.edu

### **10f. Catering**

**Chris Leer** - *Director of Catering Services*

Email: chris.leer@compass-usa.com

**Sawyer Doan** - *Catering Supervisor*

Email: sawyer.doan@compass-usa.com

**Katie Perron** - *Catering Office Manager*

Email: katie.perron@compass-usa.com

### **10g. Athletics Concessions and Ski Hill**

**Matthew Lean** - *Director of Retail Dining Services*

Email: mhlean@mtu.edu

**Blair Provost** - *Supervisor*

Email: blair.provost@compass-usa.com

# 11. Additional Materials

## 11a. HuskyEats Payroll Calendar 2024-2025:

<b>Week</b>	<b>Pay Period Begins</b>	<b>Pay Period End</b>	<b>Pay Day</b>
<b>wk1</b>	7/26/2024	8/1/2024	8/16/2024
<b>wk2</b>	8/2/2024	8/8/2024	
<b>wk1</b>	8/9/2024	8/15/2024	8/30/2024
<b>wk2</b>	8/16/2024	8/22/2024	
<b>wk1</b>	8/23/2024	8/29/2024	9/13/2024
<b>wk2</b>	8/30/2024	9/5/2024	
<b>wk1</b>	9/6/2024	9/12/2024	9/27/2024
<b>wk2</b>	9/13/2024	9/19/2024	
<b>wk1</b>	9/20/2024	9/26/2024	10/11/2024
<b>wk2</b>	9/27/2024	10/3/2024	
<b>wk1</b>	10/4/2024	10/10/2024	10/25/2024
<b>wk2</b>	10/11/2024	10/17/2024	
<b>wk1</b>	10/18/2024	10/24/2024	11/8/2024
<b>wk2</b>	10/25/2024	10/31/2024	
<b>wk1</b>	11/1/2024	11/7/2024	11/22/2024
<b>wk2</b>	11/8/2024	11/16/2024	
<b>wk1</b>	11/15/2024	11/21/2024	12/6/2024
<b>wk2</b>	11/22/2024	11/28/2024	
<b>wk1</b>	11/29/2024	12/5/2024	12/20/2024
<b>wk2</b>	12/6/2024	12/12/2024	
<b>wk1</b>	12/13/2024	12/19/2024	1/3/2025
<b>wk2</b>	12/20/2024	12/26/2025	

Who is this document for?

- ✓ Hourly Associates

Welcome to PeopleHub Employee Central! Employee Central is your self-service destination for managing personal data as a Compass Group associate. With Employee Central, you will be able to update your personal information, contact information, direct deposit account, tax withholding, request a leave of absence, and more! You'll access PeopleHub Employee Central by logging into the Compass Associate Portal (CAP) our intranet for frontline associates.

## STEP A ACCESSING YOUR CAP ACCOUNT

As a new associate, registration for the Compass Associate Portal is automated as part of your onboarding. The email address you provide during onboarding will be sent a welcome message to begin the process. To create your account:



1. Locate the **Compass Group Account Created** message from [notifications@compass-usa.com](mailto:notifications@compass-usa.com) in your personal email
2. Click the **'Complete Account Setup'** link in the body of the message
3. Create a password, security question/answers, and manage your CAP account communication preferences

4. Visit the website [compassassociate.com](http://compassassociate.com) and log in with your new password. Your username for the Compass Associate Portal is your **personnel number**. Example: 10001234. Your hiring manager can assist with providing your Compass personnel number. *(This will be your clock in ID number without the last digit)*

If you missed your initial account creation email, click the **Reset Your Account** link on the login screen for [compassassociate.com](http://compassassociate.com).

## STEP B LOCATING PEOPLEHUB

After you've logged into the Compass Associate Portal, you will visit Employee Central by clicking the PeopleHub icon.

1. Find the Applications tile on the home screen of CAP
2. Click on the PeopleHub icon



## STEP C UPDATING YOUR INFO

The **Update my Info** tile on the PeopleHub home screen is used to change your personal information, contact information, and payment information. Clicking the tile will take you to your employee profile where you will use the various pencil icons to make edits based on the type of change you want to make.

1. **Email/Phone Number:** click the Pencil icon next to the **Contact Info** portlet



2. **Mailing Address:** click the Pencil icon next to *Address* portlet
3. **Name, Nationality, Ethnicity, Disability Status, Veteran Status:** click the Pencil icon next to *Personal Information*
4. **Emergency Contact:** click the Pencil icon next to the *Emergency Contact* portlet
5. **Payment Info/Direct Deposit:** click the Pencil icon next to the *Payment Information* portlet
6. **Tax Withholding Information:** click the 'Actions' icon (top right corner) and click 'Federal & State Withholding Taxes'

Payment Information	
Effective as of: Oct 28, 2013	
Pay Type	Primary (P)
Payment Method	Direct Deposit (05)
Purpose	-

**Tips:**

- Every update form will have required fields. Pay attention to the fields with **red asterisks** before you click **Save**.
- Certain changes (such as name edits) may require approval from your supervisor or HR and will not immediately show in your profile. There is no need to resubmit the change.
- Requests for exempt tax withholding status will need to be submitted to payroll by your supervisor or HR/hiring manager.

## STEP D

### ESS ACCESS (Paystubs and Schedule Access)

You can use PeopleHub to connect to our ESS portal. ESS allows associates to view their paychecks, W-2s, and schedules. To access your paycheck, you will need to use the last 5 digits of your social security number, your 2-digit birth month and the Capital Letter of your Last name.



For **international students without** a social security number:

1. After you completed your new employee paperwork, payroll assigned a temporary social security number. This number is internal to Chartwells only and cannot be used in any other capacity. To get this number, you will need access your PeopleHub profile.
2. Scroll through your profile until you reach the 'National ID & Work Eligibility Section/National ID Information', click on the 'Show' link and your temporary number will show. **You will use this number as the last 5 digits of your social security number as referenced above.**
3. Once you have obtained your social security card and provided that to the office for update, you will need to reset the account from the CAP homepage below the log in credential entry. Once the account is reset, you will use your government issued social security number to open your pay stubs.

National ID Information	
United States	
Social Security Number	***** Show
Is Primary	Yes

## STEP E

### REQUEST A LEAVE OF ABSENCE

If you need to request a family or medical leave, this can be done directly in Employee Central. All requests will be submitted to the Leave of Absence Department to review. It's important that before initiating a request, you take time to review and update your address, email, and phone contact in Employee Central for accuracy.

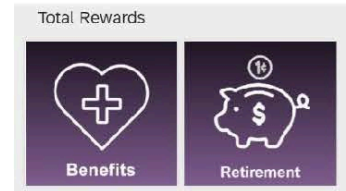
1. Click on the **Request a Leave of Absence** tile on the PeopleHub home screen
2. Locate the **Leave Request** portlet on your profile and click the **Pencil** icon next to it
3. Use the pop-up that appears to select your select leave **Start Date** and anticipate **End Date**
4. Review your listed contact information and change the confirm drop downs to **Yes (Y)**
5. Complete the **Leave Details** section of the request form
6. Click **Save**

Request a Leave of Absence

Update your contact information first

## STEP F LEARN ABOUT BENEFITS/RETIREMENT

Under Total Rewards on the PeopleHub home screen, you can use the tiles that appear as direct links to our Benefits and Retirement portals. The Benefits tile will take you to BSwift where you can learn about the various benefit programs offered at Compass, manage your enrollment when eligible, and upload required documentation. If you decide to participate in our company's retirement savings plan, the Retirement tile takes you to Fidelity Investments where you can access financial planning resources and review the performance of your 401k.



## STEP G REVIEW CAREER OPPORTUNITIES

Within Compass Group, associates have a wide choice of career paths they can follow. You can use PeopleHub to review new job opportunities across the organization and apply as an internal candidate if you meet a posted position's eligibility requirements: minimum job qualifications, length of service in current role, performance rating, etc. If you do find a position you are interested in, you are required to notify your current manager prior to applying online.



1. To access the Careers search, use the Home drop-down at the top of PeopleHub







There are so many features baked into ESS Mobility, click or scan the QR code and sample it for yourself.

## Key Features:

Mobile Punching  
(clock in/out from mobile device)

Check Schedule

Review a Timesheet

Book an Extra Shift



Login to <https://ess.compassassociate.com> and use your existing CAP username and password



## Timekeeping Reminders

### Clock In Before Doing Any Work!

- ✓ Clock in before you start work; clock out for unpaid meal periods & when you stop working at the end of your shift
- ✓ If you forgot to clock in or out, tell your manager
- ✓ If your unit's time clock does not work right– tell your manager
- ✓ If you are ever asked to work off the clock, tell your manager or HR immediately

### Take Your Meal Breaks!

- ✓ If you work more than 5 hours, you MUST take an unpaid 30 minute meal period
- ✓ You can NOT voluntarily skip a meal period
- ✓ You can NOT perform work during meal periods
- ✓ You can NOT voluntarily return early from meal period
- ✓ If you do not receive your meal period, or your meal period is interrupted, report it to your manager immediately

### Follow Your Schedule!

- ✓ Do NOT start work before your scheduled time without manager approval
- ✓ Do not work past your scheduled time without manager approval
- ✓ All overtime should be approved by your manager

Important: Failure to comply with any of these requirements may result in progressive counseling up to and including termination

Questions and Concerns: If you are uncomfortable discussing an issue with your manager, contact the HR Service Center (877-311-4747), or your field HR Representative.

# FOOD SAFETY

# PERSONAL HYGIENE



Hair should be properly tucked inside the hairnet.



Hair coming outside of the hairnet.

No earrings or piercings.



Earring or body piercing.

No outer pockets.



Outer pocket and contents.

Wear neat and clean clothes.



Dirty clothes.

No watches, bracelets, or non-plain rings.



Watch/bracelet/ring.

Cover all wounds.



Open and bleeding wounds.

Nails should be short and clean.



Long/painted nails, or fake nails.

Torn clothes should be repaired or replaced.



Torn clothes.

Wear closed toe shoes in good repair.



Open toe shoe or exposed foot.

SAFE FOOD MAKES HAPPY CUSTOMERS



\$

**ENSURING YOU ARE CORRECTLY  
PAID FOR ALL HOURS WORKED  
IS IMPORTANT!**

If you have questions about your paycheck, hours worked or any other pay-related matter, please talk to your manager!

If you and your manager cannot resolve the issue, call the HRSC at

**1-877-311-HRHR (4747)**

We are here to help!



altogethergreat



# CODE OF BUSINESS CONDUCT CONCERN? IF IT DOESN'T FEEL RIGHT, FOLLOW YOUR INSTINCTS

Physical Violence | Drugs & Alcohol | Harassment | Human Rights | Bribery & Corruption | Theft & Fraud | Illegal Activities

## **SPEAK UP!** We're listening



← Scan me for more info

**1-800-498-2954**

[www.letintegritybeyourguide.com/speakup](http://www.letintegritybeyourguide.com/speakup)

24/7 365 days a year