

# New Employee Orientation Employee Manual

This presentation accompanies the printed Employee Manual. New employees are given the manual and access to this presentation on the date of hiring.

# Project & Client

- About the project
  - The client asked for the creation of an Employee Manual for new hires.
  - I suggested the creation of a course to reinforce information in the manual.
  - Employee manual includes EEO, ADA, Anti Harassment, Electronics Policy and other standard policies.
  - Manual also includes policies for employee behavior at jobsite, dress code, and the use of company vehicles.
- About the client
  - The client is a small, independently owner business
  - The client employees both full time employees and independent contractors.
  - In full disclosure, the client is related to the author.

# Welcome to Gulf Coast Air Conditioning and Heating



# Welcome to Gulf Coast Air Conditioning & Heating

*Gulf Coast Air Conditioning and Heating is a locally owned and family operated business.*

I started GCACH after working several years for a large franchise company. During this time, I saw a need for a locally owned business that could better address the unique needs of our Gulf Coast community. I received my BS in Program Management in 2014 and shortly thereafter earned my State of Florida, Air Conditioning Contractor's license.

*Professionalism and honesty are cornerstones of GCACH.* We will never mislead a customer in their decision-making process to earn the contract or make a dollar.

# Signed Receipt for Manual

***You will be asked to sign a receipt when you finish this orientation course.***

Your signature will show that you

- Finished this introduction course
- Understand the policies in this manual are general in terms

***Nothing contained here is a promise of current or future benefits*** and is not considered a contract with Gulf Coast Air Conditioning and Heating. If there are any questions, contact Daniel Perry to explain the policy or procedure to you.



# Module One

- Work at Will
- Equal Opportunity Employment
- Non-Discrimination & Anti-Harassment
- Complaint Procedures
- Employee Grievance Procedures
- Americans with Disabilities (ADA)

# Work at will

*Gulf Coast Air Conditioning and Heating is an "at will" workplace.*

This means that either you, or Gulf Coast Air Conditioning and Heating, may terminate your employment, with or without cause, at any time and without prior notice.

In other words, you may quit at any time or GCACH may discharge you at any time.

In the state of Florida and all employment is considered “at will” employment.

# Complaint Procedure

If you have experienced either verbal or physical behavior that you believe to be discriminatory or harassing in nature, ***you have an obligation to take advantage of GCACH complaint procedure.***

Understand that your failure to file a complaint could affect your rights in pursuing legal action.

While GCACH does not have an established reporting timeframe, be aware that there are Federal, State, and Local established periods for starting a legal procedure.



# Grievance Policy

In many cases, misunderstandings over company policy can be resolved through communication.

*A **basic grievance*** is a claim that GCACH has violated a company policy in the manner in which an employee was treated.

A basic grievance does not include discrimination or harassment issues.

*Examples of this type of grievance include disputes over salary and job performance evaluation.*

# Let's Go to a Service Call

You will now be presented with four questions about the information you have just read.

You can go back to the beginning to review at anytime during this service call by clicking on the company logo in the lower right-hand corner.

***NEXT – BEGIN THE SERVICE CALL - REVIEW***

## Service Call #1

The cornerstones of Gulf Coast Air Conditioning and Heating are:

A. On Time & Friendly

B. Honest & Low Cost

C.  
Professionalism  
& Honesty

[Click to see the correct answer](#)

Option C is the  
correct answer



Professionalism and Honesty are the cornerstones  
of Gulf Coast Air Conditioning & Heating

*Go on to the next question*

## Service Call #2

In the state of Florida, all workers **MUST** give a reasonable notice before they quit a job and employers **MUST** give reasonable notice to workers they let go.

[\*Click to see the correct answer\*](#)

TRUE

FALSE

## Service Call #3

Danica was driving the company van on a service call last week when she was involved in an accident that dented the front passenger fender. This is her second accident since she began working with the company two years ago.

When she came into work this morning she saw that Devante had put a sign on her locker that said, “Caution, Woman Driver”.

Can the sign on her locker be considered Harassment?

YES

NO

[Click to see the correct answer](#)



## Service Call #4

Adam was unhappy with the Performance Review that his supervisor, Henry, wrote. Henry gave Adam a poor review saying Adam arrived late for work three times over the last month.

While Adam had been late for work, he had a good reason each time and had explained his tardiness. Also, each time he was late, Adam had made up the time at the end of the day. How should Adam disagree with Henry's Performance Review?

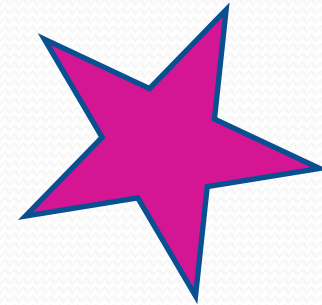
A. Nothing Adam can do

B. Talk to Henry & explain his view

C. Give Henry a written grievance

[\*Click to see the correct answer\*](#)

Option B is the  
correct answer



*Adam should first talk to Henry and explain his point of view. If he does not feel the issue has been resolved, he should submit a written complaint to his supervisor and to Daniel Perry.*

# Module Two

- Discipline Policy
- Electronics Policy
- Drug & Alcohol Policy
- Employee Probation & Training
- Vacation, Sick Leave, & Time Off
- Insurance & Retirement