



## THE SERVICE COMPANIES

### The Service Companies Services Agreement

This agreement between Acrobat Outsourcing, a wholly-owned subsidiary of The Service Companies, Inc., with its principal office located at 303 Hegenberger Road, Suite 300, Oakland, CA 94621 ("STAFFING FIRM"), and Cow Palace Arena & Event Center - Centerplate located at 2600 Geneva Ave. Daly City CA 94010 ("CLIENT"), is made effective as of January 16th, 2020 and will continue for a period of 1 year until January 16th, 2021. This contract will automatically renew after one (1) year, if no notice given by CLIENT.

**Bill Rates:** Our bill rates include the employee's hourly wage, and all deductions required by State and Federal legislation -- including employer's contribution for FICA taxes, providing Unemployment and Worker's Compensation, liability insurance and fidelity bonding, San Francisco sick leave, and commuter ordinances as well as other deductions and benefits paid to or on behalf of our employees such as the required San Francisco Health Care Security Ordinance (HCSO) hourly expenditure per employee. Additionally, all administrative charges are covered, including preparation of W-2 forms at the end of the year.

Position	Bill Rate
Dishwasher / Barback / Busser	\$29.70**
Server / Waiter	\$30.53**
Bartender	\$30.53**
Captain	\$36.90**
Grill / Line Cook	\$33.00**
Prep Cook	\$31.35**
Lead Cook	\$39.60**
<b>* STAFFING FIRM observes the following Holidays:</b>	
New Year's Day	Labor Day
Easter Sunday	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	
** "If/When travel pay is required, STAFFING FIRM will notify CLIENT in writing ahead of time"	
<b>*On these dates your normal bill rate will increase 1.5X.</b>	

STAFFING FIRM may, on occasion, increase the rates set forth in proportion to any legislatively mandated new or increased cost which may be required by federal, state, or local law commencing upon the effective date of such new or increased cost, such as FICA State Unemployment Tax. Changes may also include any new or increased cost associated with the passage of a federal or state law mandating any benefits for employees.

**Health Care Security Ordinance (HCSO):** STAFFING FIRM intends to be in compliance with the San Francisco HCSO and the Affordable Care Act. STAFFING FIRM either provides medical benefits or contributes to an irrevocable reimbursement account in accordance with the HCSO.

**Five-hour Minimum:** We require a five-hour minimum workday. If an employee is scheduled to work a minimum of five hours in one day and the employee is sent home in less than five hours due to a lack of work, the employee will be paid for five hours and THE CLIENT will be billed for five hours. **Show-up:** In the event you cancel the employee's assignment and the employee is already on his/her way to work, or at the location, the five-hour minimum will be applied, and THE CLIENT will be billed for five hours.

**Cancellation of Event:** There will be a 50% cancellation fee of estimated hours for the Event if cancelled within 36 hours of the scheduled start time. The parties agree that the minimum hours for the Event are 5. For Saturday, Sunday and Monday jobs all cancellations or order changes need to be received by Friday morning at 9 a.m. PST to avoid fees.

**Guarantee:** STAFFING FIRM guarantees that the assigned employees that they recruit and assign to CLIENT will have the qualifications CLIENT requests. If CLIENT finds any assigned employee's qualifications or general work-related behavior lacking and lets STAFFING FIRM know within one (1) hour, STAFFING FIRM will not charge for the first two (2) hours of the assignment and will make reasonable efforts to replace the assigned employee immediately.

**Employee Timesheets:** STAFFING FIRM pays its employees weekly. In order to accommodate this and ensure accurate invoicing, we utilize paper time sheets, which will be provided to you by your local staffing manager. These time slips will have the names of the staff reporting to your event or business as well as a place to indicate time in, time out and break time. The time slip requires the initials of the staff as well as the signature of the client to ensure the validity of the recorded time by all parties. After the shift, please return via email or by fax to your local staffing manager, the following business day.

**Employee Breaks:** Per California labor laws an employee: a. must receive a 10-minute break for every 4 hours that they work provided the shift is at least 5 hours; b. must receive an uninterrupted 30-minute break after 5 hours, except when the workday will be completed in 6 hours or less and there is mutual employer/employee consent to waive the break period. If working more than 8 hours additional breaks must be provided

**Hiring a STAFFING FIRM Employee:** Should THE CLIENT wish to hire an employee of STAFFING FIRM as a permanent employee, conversion fees and/or hiring fees will apply. Hiring options include:

1. If THE CLIENT maintains the employee as an employee of STAFFING FIRM for at least 120 days with a minimum of 690 hours worked then THE CLIENT can hire STAFFING FIRM's employee with a Conversion fee of \$0. THE CLIENT must notify STAFFING FIRM if they decide to hire an employee.

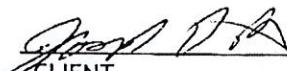
2. THE CLIENT may hire any employee of STAFFING FIRM working less than 120 Days and 690 hours after paying a Temporary-to-Hire Conversion fee to STAFFING FIRM for each employee. The temporary-to-hire conversion fee is only applicable while the employee is working at CLIENT through STAFFING FIRM and six months after the last time the client hired a particular employee of STAFFING FIRM. Subsequent to the aforementioned six-month period described above, the Temporary-to-Hire Conversion fee shall be 0.00.

**Payment Terms:** Qualified CLIENTS who provide good credit references to STAFFING FIRM will be granted terms. ALL invoices are Due Upon Receipt.

**Finance Charge:** CLIENT agrees to pay interest on any unpaid balances after thirty (30) days from the date of the invoice, at the compounded rate of 1.5% per month (Annual Percentage Rate of 18%) or the maximum legal rate, whichever is lower, calculated from the date of receipt of the invoice.

**Term of Agreement:** The Agreement may be terminated by either party upon 30 days written notice to the other party, except that, if a party becomes bankrupt or insolvent, discontinues operations, or fails to make any payments as required by the Agreement, either party may terminate the agreement upon 24 hours written notice. No provision of this Agreement may be amended or waived unless agreed to in writing signed by the parties.

Authorized representatives of the parties have executed this Agreement below to express the parties' agreement to its terms. The provisions of this Agreement will inure to the benefit of and be binding on the parties and their respective representatives, successors, and assigns.



CLIENT

JOSEPH CASTOR

Signature

JOSEPH CASTOR

Printed Name

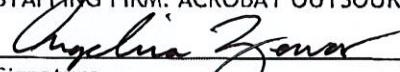
GENERAL MANAGER

Title

2/3/20

Date

STAFFING FIRM: ACROBAT OUTSOURCING



Signature

Angelina Zervas

Printed Name

Operations Manager - SF

Title

2/19/2020

Date

Agreement Provided By: Lisa Powers



THE SERVICE  
COMPANIES

## New Client Info Form (or update)

Date: January 2020

### COMPANY INFORMATION:

Company Name: CENTERPLATE Website: \_\_\_\_\_

Type of Company:

- Conference Planner
- Event Production
- Food Production or Demo
- Education
- Event Facility
- Caterer
  - Restaurant
  - Corporate Cafeteria
  - Organization: \_\_\_\_\_

LOCATION (if different locations, please list top 5 locations)

Please provide venue name, address and specific meeting room or check in procedure:

COW PALACE  
2600 GENEVA AVE  
DALY CITY CA 94014

Are there parking options? YES

Willing to pay for Transportation, if needed for staff? Y / (N)

### STAFFING NEEDS

Select the positions you are likely to need at some point:

- Concierge/Information Clerk
- Registration Cashiers/Customer Service
- Materials Production
- Room/Line Monitors
- Event Help  Other \_\_\_\_\_

## UNIFORM OR ATTIRE

What dress code would best be suited to the event or assignment?

BLACK NON SLIP SHOES APRON KNEE LENGTH  
BLACK SLACKS  
WHITE LONG SLEEVE SHIRT  
LONG BLACK TIE

## CONTACTS

Primary Contact (we will email timesheets to this contact before each job)

Printed Name: JOE CASTOR Position: G M

Phone: 704-346-8227 Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: 2600 GENEVA AVE City: DALY CITY Zip: 94014

Email: JOSEPH.CASTOR@CENTERPLATE.COM

## Invoice Contact

We email invoices to save paper, but if you prefer another method please indicate:

Email is perfect  Prefer fax  Prefer postal mail  same as above info

Printed Name: SAME Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

## Other Contacts

If there are others in your office who may place orders on this account, please indicate:

1) Printed Name: SAME Position: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_