

# Firststaff



## Employee Handbook and Regulations

# INTRODUCTION

## *Welcome and Introduction*

This employee handbook sets forth employment guidelines which employees are expected to follow and lets employees know what can be expected from Firststaff. None of the

statements or policies outlined in this policy booklet are meant to imply that Firststaff is guaranteeing employment for anyone. This booklet is not, nor is intended to be, construed as an employment contract. All employees are “at-will.” This means that an employee’s employment relationship is for an indefinite period of time. No supervisory or managerial personnel have the authority to change an employee’s status as an at-will employee. The employment at-will relationship between employee and Firststaff may not be modified other than by a written employment contract signed by the employee, an executive of the company, and the Human Resources Manager. Any statement or promise made by any other company supervisor or other employee will not change this policy or create an agreement. Final interpretation and implementation of any of the policies or rules in this manual are vested solely with management. The policies, procedures and practices contained in this Handbook are subject to change at any time by the company and reviewed and revised periodically.



## **OPEN-DOOR POLICY**

Communication is a joint responsibility shared by Firststaff and you. If you have any questions about the information contained in this handbook or about any other aspect of your job, we welcome your questions. Your opinions,

suggestions, and questions are important to us. Please feel free to talk to any member of management about issues at work which concern you. We will attempt to provide you with honest, straightforward responses to your questions and comments.

Generally, if you are having a problem with an individual, we encourage you to approach that person first and attempt to resolve the conflict. If that does not resolve the problem, go to your immediate Firststaff supervisor next. In some cases, you and your supervisor may decide to refer the problem to another manager. We encourage you to talk with your Firststaff managers to prevent conflict from growing into a larger one.



## **STATEMENT OF LABOR POLICY**

Firststaff believes that a union is not necessary to protect the best interests of employees. We believe that employees' interests are best served by our direct, voluntary action and by their direct communication with supervisors and management. We believe, consequently, that there is no need for third parties to intervene between employees and management.

## **EQUAL EMPLOYMENT OPPORTUNITY**

Firststaff is committed to a policy of equal opportunity for all employees. It is our policy to seek and employ the best qualified personnel in all positions, to provide equal opportunity for advancement to all employees without preference regardless of race, color, religion, age, sex, national origin, disability, ancestry, sexual orientation, military service, marital status, arrest or conviction record, or any other discriminatory basis prohibited by state or federal law. All employees are required to have proof of identity and authorization to work.

Firststaff is further committed to providing a work environment in which employees are treated with courtesy, respect and dignity. Firststaff will not tolerate any form of harassment, verbal or physical, with regard to an individual's race, sex, national origin, or any other protected characteristics. All employees are encouraged to bring any concerns to the attention of Firststaff as set forth in the Firststaff anti-harassment and retaliation policy.



All complaints of harassment will be investigated promptly and, where necessary, immediate and appropriate action will be taken to stop and remedy any such conduct. Any supervisor, agent, or employee found in violation of this policy will be subject to disciplinary action, including discharge.

Firststaff provides reasonable accommodation for qualified individuals with disabilities in accordance with the Americans with Disabilities Act and the WFEA. Employees requiring reasonable

accommodations should discuss potential accommodations with a Firststaff Human Resources representative. It is the employee's responsibility to notify Firststaff of the need for reasonable accommodation and to provide medical documentation upon request.

## **DRUG AND ALCOHOL TESTING**

Firststaff recognizes that the use and/or abuse of illegal drugs and/or alcohol can have a significant impact on the workplace in terms of safety, worker's compensation claims, sick pay benefits, absenteeism, and productivity. Firststaff also recognizes the legal duty to protect its employees from drug-using employees and/or employees who use or are impaired by alcohol on the job. Firststaff is concerned about its employees who use/or abuse illegal drugs and/or alcohol. Therefore, Firststaff has established a drug and alcohol testing policy.

Employees of Firststaff must be prepared to submit a drug test sample before beginning on any assignment. Employees will also be required to submit to a drug or alcohol test if reasonable suspicion exists that an employee is under the influence of drugs and/or alcohol. Any employee who tests positive as a result of reasonable suspicion drug and/or alcohol test will be subject to discipline up to and including discharge. Any employee who tests positive as a result of a random test may on a one time basis, choose evaluation and/or rehabilitation. No employee who tests positive will be allowed to work until the individual has successfully completed assessment and/or treatment and has been certified by a qualified professional as free from the use of drugs.

## **BACKGROUND CHECKS**

Firststaff may obtain information from a consumer reporting agency to update, renew, offer or extend employment, or for consideration for a reassignment or promotion of any employee.

Information can be obtained from the previous seven years regarding credit, background, references, past employment, work habits, education, judgment, liens and criminal background, character, general reputation, and driving records. Information regarding bankruptcy filing(s) may include information from the previous ten years.

Before denying an offer, extension, reassignment, promotion or other benefit of employment, based in whole or in part, on information obtained in the report, Firststaff will provide a copy of the report and a description in writing of the employee's rights under the Fair Credit and Reporting Act.



## PERSONNEL RECORDS

All information contained in an employee's personnel record remains strictly confidential. Access to employment records is limited to the employee, supervisor and appropriate members of the Firststaff staffing team. Requests for information resulting from a court order or government request will be honored when a written release of information is obtained from the employee. Employees should report all changes in personnel status in order to keep personnel files current.



## ATTENDANCE

We place great emphasis on good attendance and punctuality. Regular attendance is expected of every employee! It is your responsibility to be on time everyday for your assignment, fully able and ready to work. Excessive absenteeism and/or excessive tardiness will lead to discipline, and discharge. Excessive is defined by five (5) absences or six (6) times tardy within a 12-month period without proper notice. Employees who do not comply with the rule on absenteeism and tardiness will be issued a final warning after the fourth absence and/or fifth tardiness. An employee may be terminated for the fifth absence and/or the sixth tardiness without proper notice. Absenteeism and tardiness rules may be altered based on the assignment the employee is assigned to which could result in stricter absenteeism rules and tardiness rules.



If you must be absent or late, please notify us as early as possible, but no later than one hour prior to starting time that day.

For notification purposes we require our employees to either 1.) Contact their supervisor via cell phone; or 2.) Call in and leave a voice message at the Firststaff main office which you are assigned out of. Please state your name and the reason for your absence or tardiness. Management may request a medical release for your return to work. Unexcused absences from work for two consecutive scheduled work days without calling in or notifying Firststaff will be considered to be a voluntary resignation.

## TIME CARD REGULATIONS

It is important that accurate records of your hours are kept so your paycheck will be correct. For this reason, all hourly paid employees are required to accurately record their time each work day. To aid us in properly processing your paycheck, observe the following rules.



1. Each employee should punch his/her timecard only. If an employee is found to have punched in or out for another employee, both persons will be subject to discipline, which may include a written warning or termination.
2. Hourly employees must not punch in more than seven minutes before the start of their shift unless overtime has been previously authorized.
3. Each employee will be required to verify that the hours on his/her timecard are accurate by signing the time card.
4. Employees are to punch in and out for lunch periods unless otherwise specified according to the details of employees' specific assignment.

# PAY POLICIES

## *Pay Periods*

The pay period for our employees is weekly. Checks are prepared and distributed on the Friday following the first week of work via pick-up, direct deposit, or US Postal Service (mail). Paychecks will not be distributed early.

Paychecks will only be released to the individual whose name appears on the check or the employees' designated recipient who will be required to present written documentation regarding designation to the Firststaff office. If an employee's designated recipient is to pick up an employee's check, the designated recipient will be required to show identification.



We strive to fairly and accurately compensate our employees. If you feel an error has been made in your compensation, please complete a Payroll Discrepancy Form and submit it to your assigned Firststaff office. We will promptly review your concern and will respond to your inquiry within 5 business days.

## ***Employee Benefits***

The following list comprises the benefits that STL Office Solutions, Inc. offers its Firststaff “temporary” employees. This list is evaluated often for consideration of further and/or additional benefits. The items on this list are subject to change without notice.

- **Weekly Paychecks** – Firststaff pay periods are from Sunday through Saturday. Paydays occur every Friday for hours worked the week before.
- **Direct Deposit** - Firststaff is able to deposit an employee’s paycheck directly into one or more bank accounts of choice. Paycheck funds are made available weekly on Fridays. Direct Deposit is a secure alternative to the “paper” paycheck and is strongly recommended by Firststaff.
- **Referral Program** - Employees who refer candidates to work for Firststaff client companies can earn up to \$100 per referral. Referral bonuses are paid once the referred employee has completed 480 hours of consecutive work with Firststaff. Please refer to the “Referral Bonus Program” flier for details.
- **ABC Rewards Program (Above and Beyond Credits)** - Employees are able to earn points for going above and beyond in their jobs; those points are then redeemed for logo merchandise, gift certificates, gas cards and much more. Please refer to the “Above & Beyond Employee Recognition” program flier for details.
- **Limited Benefit Medical Plans, Short-Term Disability, Dental and Vision plans** – Please refer to the Employee Benefits Guide provided by The American Worker. There is a toll free number to call with questions and to enroll.

**\* PTO time is not accrued, pooled or paid out at the end of an assignment for time not used by the employee, no exceptions.**

## ***Worker Compensation***

Worker compensation is a form of accident and disability insurance to protect you in the event of a job related injury or illness. Income contribution and medical benefits are provided. Premiums for this insurance are solely paid for by Firststaff.

Upon returning to work after a work-related injury, you may be required to provide certification from your treating physician verifying that you are able to safely perform your regular job functions. In the event your treating physician identified restrictions and/or limitations on your ability to perform your job duties, Firststaff will attempt to provide a temporary restricted duty position. In providing such a position, it is Firststaff's intent to facilitate recovery and reduce the time away from work. Firststaff making any restricted duty position available may trigger a ceasing or reduction of worker's compensation benefit payments.

## ***Unemployment Insurance***

Firststaff contributes to a special fund to provide unemployment benefits to employees who, through no fault of their own, are out of work.

## **RULES AND REGULATIONS**

### ***Confidentially***

Because of your responsibilities at Firststaff, you may have access to confidential company and customer information. This may include information concerning Firststaff's financial status, business practices, employee records, and customer records and data. This information is to remain confidential and not be disclosed to any persons outside of Firststaff. This confidentiality and nondisclosure applies to specialized equipment and procedure techniques. A violation of this policy can be subject to employee discipline, including discharge.



### ***Personal Appearance/Dress Code***

An employee's appearance reflects Firststaff's image to the public. All employees are expected to be clean and to be covered with good personal hygiene. Moderation and good taste in dress and grooming are expected of all employees. Unkempt appearance can offset many other fine qualities and can negatively reflect Firststaff's image. All employees reflect Firststaff's image and are in contact with our customers, Firststaff asks that all employees refrain from wearing open toe shoes, short skirts, graphic tee-shirts, jewelry (determined by client specifications), and revealing apparel.

All protective clothing must be worn during required activities and removed when leaving the designated work area.

### ***Use of phone and Mail Systems***

Personal use of cell phones and/email for personal calls, texting, web access/surfing are not permitted while working at Firststaff's client sites during work hours except on assigned breaks.



### ***Smoking Areas***

In keeping with Firststaff's intent to provide a safe and healthy work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and non-smokers are in direct conflict, the preference of non-smokers will prevail.

## ***Safety Rules***

Job safety is very important to you, Firststaff, and our customers. We expect our employees to conduct themselves carefully at all times. Most accidents are caused by carelessness and horseplay. It is Firststaff's policy to ensure a safe work environment for employees and customers and



to require safe work practices of all employees. All employees are to work in a safe manner and observe good safety procedures, both for their own safety as well as the safety of fellow employees and our customers. Similarly, all work areas are to be kept clean and free from debris, and tools and equipment are to be kept clean and in good repair. You are protecting yourself, your job, and your co-workers when you develop and practice safe work habits.

Any accident, hazards, or potentially unsafe conditions of equipment are to be corrected and reported to your supervisor immediately for action. "Horseplay" and similar activities are not permitted since many accidents occur as a result. If you are involved in an accident while working, or witness an accident, it is to be reported immediately to your supervisor for action and recording. This report must be in writing.

In the event you are injured during working hours, you must do the following:

1. Report the accident to your supervisor and your local Firststaff office,
2. Secure the necessary medical attention on the job site
3. Complete an accident report (This must be done regardless of the seriousness of the injury)

4. If additional medical attention is needed, you must report this to your local Firststaff office.

You have the right to secure treatment from the physician of your choice. However, we recommend the following clinic for all medical services:

(Insert clinic LABEL here)
Name of Clinic _____
Address: _____
Phone Number: _____
Directions: _____
_____
_____
The physicians at this clinic are familiar with the types of work performed by our employees and will render, in our opinion, excellent treatment of any injury.

Failure to follow the above procedures will subject an employee to disciplinary action.

# **PROBLEM SOLVING/DICIPLINE AND TERMINATION**

## ***Work Rules/Code of Conduct***

Whenever and wherever people work together, certain standards of reasonable conduct need to be established in order to maintain an orderly and efficient work atmosphere. Corrective discipline is not intended to inflict punishment. Firststaff wants to take measures that are designed to correct whatever problem the employee has and make the employee aware of the importance of adhering to our operating policies and procedures. In some cases, it may be necessary to discharge an employee because of the seriousness or continuation of unacceptable conduct.

Firststaff will attempt to administer discipline on a fair and equal basis to all employees. The following types of conduct are unacceptable in our workplaces and our client sites. Because it is impossible to list every conceivable infraction, these guidelines can be amended by Firststaff within its total discretion.

- Theft or misappropriation of Firststaff, Firststaff's client or employee property, including the "pirating" of software.
- Destruction or defacing of Firststaffs', Firststaffs' client or employee property or equipment.
- Misuse or unauthorized use of Firststaff or Firststaff's clients' property.
- Falsifying records or information, or any form of dishonesty
- Intentionally punching another employee's time card or falsifying a time card.
- Refusal to follow the direct order of a supervisor or management.
- Fighting, immoral conduct, threats, intimidation or harassment of customers or employees.

- Use or possession of drugs or alcoholic beverages on Firststaff or Firststaff's client premises.
- Reporting for work under the influence of drugs or alcoholic beverages.
- Possession of weapons or firearms on Firststaff or Firststaff's clients' premises.
- Absent two consecutive work days without notice.
- Excessive absenteeism, defined as five absences within a 12-month period without proper notification to Firststaff.
- Failure to report absence.
- Six tardiness infractions in any 12-month period without proper notice to Firststaff.
- Working another job while absent.
- Leaving the job without permission.
- Excessive time at break periods.
- Engaging in conduct or activities which serve to lengthen the healing period for a work-related injury.
- Disclosing of confidential company information.
- Gambling on Firststaff or client premises.
- Sleeping on the job.
- Unauthorized solicitations or distributions
- Failure to promptly report defective equipment or safety hazard.
- Failure to report injury or accident immediately.
- Horseplay or violation of safety rules.
- Substandard quality and quantity of work, including deliberate reduction or output.
- Smoking or eating in unauthorized area or during work time.
- Engaging in conduct which creates an unsafe work environment.
- Failure to complete reports promptly and accurately.
- Undesirable appearance.
- Unauthorized parking.

- Discourteous treatment of customers or the use of profanity or threatening language.
- Conducting personal business on Firststaff's or Firststaff's clients property, including promoting or selling any item or soliciting contributions.
- Directing obscene or abusive language toward a supervisor or fellow worker or customer.

Firststaff's corrective action program is designed to encourage individuals to become satisfactory employees rather than punish them. Corrective action may take the form of (1) verbal warning; (2) written warning; and/or (3) termination. Based on the severity of the incident, as determined by management, the verbal warning and/or written warning may be bypassed and the employee terminated. Firststaff reserves the right to add to, modify, or eliminate any rule when circumstances require a change.

## **RESIGNATION/TERMINATION**

All employees of Firststaff are at will and can terminate their employment with or without notification. Notification should be given to your Firststaff supervisor. Although advance notice is not required, Firststaff appreciates at least a one week written notice from all employees.

## ACKNOWLEDGEMENT FORM

I have received a copy of Firststaff's Employee Handbook. I have read and I understand its contents. I acknowledge that it is my responsibility to ask questions about anything I do not understand.

I understand that it is my responsibility to abide by all Firststaff rules and regulation as set forth in this Handbook, and/or rules and regulations that Firststaff may otherwise establish in its sole discretion. I also understand that the contents of the Handbook may be changed by Firststaff at any time, with or without notice.

I further understand and acknowledge that this Handbook provides guidelines and information, but this Handbook is not, nor is it intended to constitute, an employment contract of any kind. I understand that my employment and compensation can be terminated at the option of either Firststaff or me, at any time, for any reason. I understand that this Handbook and Acknowledgement Form do not vary or modify the at-will employment relationship between Firststaff and me.

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Employee's Signature

Date: \_\_\_\_\_

*After you have read and signed this page, please detach the page from the Handbook and return to your Firststaff representative.*