

# **ASSOCIATE EMPLOYEE HANDBOOK**



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

## **Denver**

7100 E. Hampden Ave., Denver 80224  
Phone: (303) 757-7686 Fax: (303) 757-5604

## **Aurora**

14001 E. Iliff Ave., Ste. 106, Aurora 80014  
Phone: (303) 755-6449 Fax: (303) 755-5141

## **North**

2095 W 6<sup>th</sup> Ave Ste. 113 Broomfield 80020  
Phone: (303) 682-5627 Fax: (303)682-5400

## **Colorado Springs**

5585 Erindale Drive, Ste. 104, Colorado Springs 80918  
Phone: (719) 574-4200 Fax: (719) 574-3751



Thank you for applying to work for Job Store Staffing. We are happy you are here.

Job Store Staffing is a Colorado and women-owned business established in 1974. Our HR Coordinators provide personalized attention to our employees which goes beyond the typical staffing service. We care about you and we will work hard to find the right opportunity to advance your career. Our recruiters have decades of knowledge in our local market and client relationships to find the best job for you.

Our mission is to provide our clients and field employees, with the highest level of service possible to help them not only reach, but surpass their goals. We will achieve this through creative services solutions, exceptional communication, and making an impact to both our clients businesses and employees success.

*THANK YOU FOR CHOOSING JOB STORE STAFFING!*

Julie DeGolier, President

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## **PURPOSE OF THE HANDBOOK**

This handbook has been prepared to acquaint you with our company and to give you a reference to answer most frequently asked questions regarding your employment with us. We intend for this handbook to offer two-way communication: what you can expect from us, and what we can expect from you. However, the contents of this handbook constitute only a summary of the employee benefits, personnel guidelines and policies, and employment regulations in effect at the time of publication.

This handbook supersedes all previous handbooks, guidelines, policies and practices that are in any way inconsistent with the contents herein. Finally, this handbook should not be construed as creating any kind of employment contract, since Job Store reserves the right to add, change or delete benefits and guidelines as it deems appropriate.

## **WHEN WILL YOU START WORK?**

Our office will begin matching you with potential work assignments as soon as your application has been approved. Associates/employees, herein referred to as associates, are considered for assignments according to their job suitability. When your HR Coordinator finds an assignment for which you are the best-suited candidate, they will call you to discuss the assignment with you. *If you do accept the assignment, you are expected to complete it in a professional manner. Your work ethic should be no different than on a career job. Please do not request time off for interviewing, personal leave, picking up your paycheck, etc.*

**Nothing in this handbook constitutes an offer of employment or a binding contract. All associates of Job Store are at will employees and, therefore, may be terminated at any time, with or without cause and with or without notice.**

## OFFICE/ PHONE HOURS

### Office Hours:

**Monday - Friday 8:00 a.m. - 5:00 p.m.**

### Phone Hours:

After business hours, a voicemail service is available for all offices. This service should be used if an on-the-job injury occurs during non-office hours, or to notify us if any emergency occurs that will prevent you from reporting to your work assignment.

## WHEN TO CALL JOB STORE STAFFING

Initially, your application will be considered active for three months unless you notify us differently. Please call if you have information that needs to be updated or changed in any way as it affects your potential job assignments. Remember, it is your responsibility to contact us concerning these things.

## ALWAYS CALL JOB STORE STAFFING UNDER THESE CIRCUMSTANCES

### Availability:

Call us a minimum of once a week, ideally between 8 a.m. and 9 a.m. on Mondays to give us your availability for that week. Also, call if you are no longer available to accept assignments from us.

### Completed Assignment:

Call when your present assignment is extended or *completed*. We must be kept updated on your assignment progress to be able to coordinate your work schedule. **If you do not call within 24 hours after an assignment is complete, it will be assumed that you have resigned from our employment, and we will deactivate your application, noting the reason as a “Voluntary Quit”.**

### Job Offer:

Call if a client offers you a permanent job. We must be informed of this immediately to coordinate your separation from employment with our company.

*Illness:*

If you become ill and/or unable to attend work, call a minimum of two hours before your shift begins. Our voicemail service is prepared to handle your call at any hour. Failing to do so could be grounds for discharge.

*Late:*

Call us if you are going to be late for an assignment or if you get lost on the way to an assignment. If lost, call us for directions immediately. DO NOT RETURN HOME UNTIL YOU HAVE CALLED US. We will need to notify our client and clear the way for your return to work. Failing to do so could be grounds for discharge.

*48-Hour Notice:*

You must give us two working-days notice if you are going to quit the assignment you are on. You must also give us two-working days notice if you are not going to be able to start an assignment you accepted. Failing to do so could be grounds for discharge.

*Changes in the Job:*

Call us if you are on the job and discover that the job duties and skills required are significantly different than those described or if upon arrival you are asked to work a different shift in a divergent department. Also, please let your HR Coordinator know immediately if you are asked to do any lifting, operate machinery or handling cash.

*Overtime:*

Call us if you are asked to work overtime, as it is not always authorized.

*Unemployment:*

If you are drawing unemployment from our fund, you must call in daily to determine, if we have located work for you.

*Changes:*

Call us whenever you have a change of name, address, phone number, or withholding allowances. We must have updated information to be able to print and mail your check correctly and to send your tax forms to you at year-end.

Safety & Injuries:

Call us immediately if you are asked to work in unsafe conditions or if you are injured on the job site. If your injury prevents you from calling, have a co-worker or supervisor call us immediately.

Jury Duty:

Associates required to report to jury duty will be treated in accordance with applicable requirements of state and federal law. Current Colorado law requires associates to be paid regular wages up to a maximum of \$50/day for the first three days of work missed due to jury duty.

Associates are expected to contact Job Store and provide copies of the notice to report to jury duty. Once jury duty has been completed, Job Store requests proof of service from the respective court.

Military Leave:

Military duties will be treated in accordance with applicable state and federal law. Associates are expected to notify Job Store of upcoming military duty by providing them with a copy of orders as soon as possible.

Bereavement Leave:

Associates who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Unpaid time off will be granted to allow the associate to attend the funeral and make any necessary arrangements with the death.

Job Store defines "immediate family" as the associates spouse, parent, child, sibling; the associates spouse's parent, child, or sibling; the associates' child's spouse; grandparents or grandchildren.

Pregnancy Related Absences:

Requests for time off associated with pregnancy and/or childbirth (apart from medical disabilities associates with these conditions) will be considered in the same manner as any request for unpaid personal or family leave.

## **OPEN DOOR POLICY**

We encourage all associates to bring any problems or complaints to our attention immediately. The procedure for doing so follows:

1. Discuss it first with your HR Coordinator.
2. If you have a problem with your HR Coordinator or you do not receive a satisfactory response, bring the problem or complaint to the attention of the Branch Manager.
3. In the event you have a concern and, for personal reasons, cannot follow steps one and two, you may request to speak directly to the President of Job Store.
4. Your success on the job is very important to Job Store. We hope that you will help us carry out company policies and procedures. If you have a problem or question, we trust you will give us the opportunity to resolve it in the best interest of all concerned.

## **ABOUT YOUR PAY**

Job Store is your employer. We realize the importance to you of receiving your check as soon as possible. In order for us to continue to meet payroll deadlines and to prevent errors from occurring that may cause delays, please observe the following:

### **TIME CARDS ARE DUE BY 4:00 P.M. MONDAY\***

Time cards are due in our office by 4:00 p.m. Monday. Time cards received late will be paid the following week. No exceptions will be made. A scanned or faxed time card from your work location is acceptable. *Job Store is not responsible for any financial difficulties that arise for associates because of late time cards.*

**\*On Holiday Mondays when Job Store is closed (review holidays that may apply in the Benefits section) time cards are due Tuesday by 10:30 a.m. Time cards received after that time will be processed the following week and no exceptions will be made.**



### Web time entry

Some of our clients utilize web time entry and approval. To enter your time via the web, you will go to our website at [www.jobstorestaffing.com](http://www.jobstorestaffing.com) and click on Employee Log In to Enter Hours under Time Entry and Approval. You will go to the log in page and enter your ID and password. Then, **follow these instructions:**

1. Accept the Employee Disclosure and select an assignment for entering hours- If you only have one assignment it will already be highlighted
2. Click Enter/View hours
3. Enter start and end times and time out for lunch
4. When you are finished with the timesheet, press the **Save Timesheet** button where you will then be brought to a summary page.

You can then choose to submit their hours or wait for another time.

**NOTE: You only submit hours for approval at the end of the week. If you do it before you can not enter more hours for the rest of the week**

### Completing The Time Card

Instructions for completing your time card are on the back of the associate copy of the time card. Please review them and fill in your time card completely. We cannot issue checks for incomplete time cards. Please fill in your name, employee number or last four digits of your social security number, the week ending date, the hours worked, the name of the client company, the department, and the title of person signing to verify the hours worked. **Two signatures are required on every time card – your supervisor's and your own. It is your responsibility to get your supervisor's signature. Phone authorization will not be accepted.**

### Pay Period

Our pay period runs from Monday through Sunday, unless notified otherwise. Associates are paid weekly on Thursday afternoon for the previous week's work. We pay electronically. Your pay check can be deposited in your bank account **or on a Job Store pay card account.**

### Direct Deposit

Job Store requests associates receive their pay by direct deposit or pay card. For direct deposit, please complete the direct deposit authorization agreement on page 9 of this handbook, attach a voided check and return it to Job Store's Payroll Department. The set-up process for direct deposit takes up to two weeks. The full amount of your paycheck will automatically be posted into your account first thing Thursday morning for the previous week's work. Check stubs are available on line. We cannot deposit to more than one account and can only deposit the full amount of your check. Associates who reactivate should verify previous information with our payroll department to confirm account information.

***You must notify payroll with any account changes and said changes may take up to two weeks.***

### Pay Card

If you do not have a bank account or are unable to open a checking or savings account, Job Store offers pay cards through Global Cash Card. Please ask your HR Coordinator for information and a quick application to get started. If you have questions on your Global Cash Card, please contact their 24/7 customer department at 1-866-798-0803. You can also view your account and locate ATM's by visiting Global Cash Card website at [www.globalcashcard.com](http://www.globalcashcard.com)

### Receiving Your Pay

**For Direct Deposit or a Pay Card**, your net pay will post to your account no later than 10:00 a.m. each Thursday. If a paper check is necessary, **Checks** will be mailed on Thursday, unless you have requested to pick your check up at a branch office. Paper checks will be available at your requested branch, after 12 p.m. on Thursdays.

### Accumulating Time Cards

Time cards must be received within two weeks of the last day marked as worked on the time card. Please do not accumulate completed time cards.

### Keep Information Current

The post office cannot deliver your check to you if you have not kept us current on your address information. Further, direct deposit and pay card information stays active in our system unless you have made changes. Associates who reactivate should verify their information with our Payroll Dept.

### Taxes

Job Store deducts the required local, State, and Federal taxes that are required by law, from your pay check. We pay the employer's share of Social Security, Unemployment Compensation Insurance, and Workers' Compensation Insurance.

### Overtime

It is required by Federal law that an associate be paid overtime for any hours exceeding 40 in one work week. It is also required by State law that an associate be paid overtime for any hours exceeding 12 in one day whether or not more than 40 hours are worked in one week. If you are working for more than one client in the same week, you must get permission from your HR Coordinator to work overtime.

### Deductions

Job Store is required by law to deduct from your pay any garnishments to your wages as directed by the various courts, Federal or State agencies. These deductions are sent directly to the respective court or authority and any questions should be directed to them.

Any other questions or concerns about your pay amount or additional deductions should be brought to the attention of the Job Store Payroll Department, immediately.

## **ASSOCIATE FEE STRUCTURE**

Job Store prides itself on offering positions to qualified associates free of charge. Once positions are obtained the associate is not charged a fee, the client-company is charged a fee. However, there are some infractions that may result in fees being billed directly to an associate:

- Placing yourself or anyone else on one of Job Store positions without allowing Job Store to charge the client the appropriate fee
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records

## Associate Direct Deposit & Pay Card Authorization Agreement

I hereby authorize my employer, Job Store, Inc., (hereinafter Company) to deposit any amounts owed me by initiating credit entries to my account at the financial institution (hereinafter Bank) indicated below. Further, I authorize **Bank** to accept and to credit any credit entries indicated by company to my account. In the event that company deposits funds erroneously into my account, I authorize company to debit my account for an amount not to exceed the original amount of the erroneous credit. Funds will be deposited by 10AM Thursday.

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### Required Information (Please Print Neatly)

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Middle Initial

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
State

\_\_\_\_\_  
ZipCode

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Phone Number

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_  
Social Security Number

Circle one: CHECKING

SAVINGS EXISTING PAY CARD

If Checking or Savings indicate Bank Name: \_\_\_\_\_

Voided Check Stubs or Deposit Slip (proper routing needed on slips)

### ATTACH HERE

This authorization is to remain in full force and effect until Company and Bank have received written notice from me of its termination in such time and in such manner as to afford Company and Bank reasonable opportunity to act on it.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*We can only make direct deposit for the full amount of your check to one account (checking, savings or pay card accounts).*

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## **HOW TO MAKE THE MOST OF EVERY ASSIGNMENT**

- Time is money for you and our client. Be on time every day!
- Dress appropriately for the job. A neat, businesslike appearance reflects your professionalism. Please avoid extremes in dress and behavior. Flashy or revealing clothing, offensive T-shirts, shorts, and other non-business-like clothing are unacceptable.
- Observe company rules regarding hours, breaks, smoking, beverages at the desk, etc.
- Be positive, responsible and flexible. These are great assets for getting cooperation from others. Your work attitude is one of your **SELLING SKILLS**. A satisfied customer will ask for you on future assignments.
- Make sure to ask job-related questions to clearly understand your assignment.
- Accept directions and suggestions as positive guidance to doing a better job.
- Volunteer to do more. If you finish your work, ask if there is something else you can do.
- Proofread your work. It's always better to catch your own errors.
- Respect confidentiality of company information.
- Your hourly rate, per assignment, is considered private and confidential information between you and your HR Coordinator. Do not discuss salary with co-workers.
- Make personal phone calls on personal time, including incoming calls on your cell phone.
- Understand that you are to contact Job Store after completing any assignment to determine if there is other work for you. If you do not contact Job Store upon completion of an assignment, we will assume that you are no longer available for work.

## **JOB INJURY PROCEDURES**

We make every effort to provide a safe working environment for our associates. Should you observe a safety concern or a safety violation on your job site, report it to us immediately.

If an accident does occur on the job site, call us immediately or request that a co-worker or supervisor call us if you are unable to do so yourself.

- Upon the occurrence of an on-the-job injury or accident, you must immediately contact the onsite supervisor and contact Job Store at (303) 757-7686. If you are not able to contact the Job Store, have your onsite supervisor or co-worker call the Job Store to report the injury on your behalf.
- If medical treatment is necessary during the business hours of 8:00a.m. to 5:00p.m., the Job Store will direct you to our preferred provider the same day.
- After hours, you must contact the Job Store's 24-hour service at (303) 757-7686 to have an appointment made for you. Someone is on call 24 hours a day, 7 days a week.
- Only in the event of a "life threatening injury," please seek emergency medical attention at the nearest emergency care center. You must immediately contact Job Store at (303) 757-7686 to report your injury.
- A drug screen will be administered for all injuries.
- Failure to immediately report injuries to Job Store or failure to meet with the designated medical provider may result in medical billing not being paid for by Job Store.



## **GENERAL SAFETY RULES**

Job Store has developed these safety rules, patterned after the Federal OSHA requirements. Read and become familiar with these rules and other safety rules that apply to your job.

1. Report an injury to your HR Coordinator immediately.
2. Report any observed unsafe conditions to your HR Coordinator.
3. Horseplay is prohibited at all times.
4. The drinking of alcoholic beverages is not permitted on the job. Any associate discovered under the influence of alcohol or drugs will not be permitted to work and will be discharged.
5. If you do not have current First Aid training, do not move or treat an injured person unless there is immediate peril, such as profuse bleeding or stoppage of breathing.
6. Appropriate clothing and footwear must be worn on the job at all times.
7. Where there exists the hazard of falling objects, an approved hard hat must be worn.
8. You should not perform any task unless you are trained to do so and are aware of the hazards associated with the task.
9. You may be assigned certain personal, protective, safety equipment. This equipment must be available to use on the job, maintained in good condition, and worn when required.
10. Learn safe work practices. When in doubt about performing a task safely, contact your HR Coordinator for instruction and training.
11. The riding of a hoist hook, or on other equipment not designed for such purposes is prohibited at all times.
12. Never remove or by-pass safety devices.
13. Do not approach operating machinery from the blind side; let the operator see you.
14. Learn where fire extinguishers and first aid kits are located.
15. Maintain a general condition of good housekeeping in all work areas at all times.
16. Obey all traffic regulations when operating company vehicles.
17. When operating or riding in company vehicles, always wear your seat belt.
18. Be alert to hazards that could affect you and your fellow associates.
19. Obey safety signs and tags.

20. Always perform your assigned task in a safe and proper manner. DO NOT take shortcuts. The taking of shortcuts and the ignoring of established safety rules is a leading cause of employee injury.
21. Federal law requires that any person who works in a facility that has any hazardous chemicals must be trained for the Hazard Communications Standard, regardless of whether or not that person will be handling the materials. This is a mandatory training procedure. You must attend this training in order to continue employment at the assigned company. Please contact us for arrangements.

## Lifting the Load:



### 1. Tuck your pelvis

...by tightening your stomach muscles, to keep your back aligned. Keep your feet shoulder-width apart.



### 2. Bend your knees

...to let your legs do the lifting. Be sure to maintain the natural curve of your back



### 3. Hug the load

...to keep under it as much as possible. Be sure to grasp the load at opposite corners.



### 4. Avoid twisting

...by pointing your feet, knees and chest in the same direction. Lift the object and then turn your whole body.

**Putting It Down:** Use the same technique in reverse.

## **BENEFITS**

We value our temporary associates. That is why we offer you a benefits package designed to reward you. If you should decide to work for Job Store for an extended period of time, you may qualify for some additional benefits described below. Vacation and holiday pay are determined by the number of hours worked at Job Store. Our benefits include:

### **Website**

Job Store's website, [www.jobstorestaffing.com](http://www.jobstorestaffing.com), allows our associates to view our job requisitions and have access to their Job Store information. To get a secure log-in, please contact your HR Coordinator.

With a private log-in, you can change your contact information, view your current/past assignment information, and view paycheck data.

### **Computer Applications Training**

If you have software experience or would like to learn new software programs, **we offer FREE training to upgrade your skills at no cost to you. We offer the nations most advanced training system, Provelt™**, to enable you to keep your skills current. Please request details from your HR Coordinator. Evaluation and training is provided at the discretion of the company.

### **Testing On-Line**

We provide on-line testing of your office skills. Some of the testing programs available are: Word, 10-key, typing, Excel, Access, PowerPoint, QuickBooks, and Outlook. This is a sample of what is available. Contact your HR Coordinator for additional information.

### **Insurance\***

Job Store makes available affordable medical, dental, vision, term life, and short term disability plan to associates. Please call your HR Coordinator for more information.

***\*Note: Job Store will be compliant with the ACA starting in 2014. Therefore, we reserve the right to change our insurance program for our long-term employees to reflect the Federal law.***

*Holiday Pay*

Job Store gives holiday pay to associates who have worked 3,000 hours. If there is a thirty (30) day lapse in employment the hours start to accrue from zero. In order to qualify, associates must work the day before and the day after the holiday. The holidays Job Store observes are as follows: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas.

*Vacation Pay*

A \$200 vacation bonus is offered to all of our associates who have worked 2,000 hours in a 12 month period.

*Credit Union*

All Job Store associates may apply for membership with our credit union.

## **BONUSES \***



### Scholar Dollars

This scholarship program is especially designed to aid students who perform temporary work during their vacation or break times. Scholarships are awarded through a drawing held at the end of each summer.

### Associate of the Month Bonus

Every month, each Job Store office rewards an outstanding associate. To be eligible, you must have completed sixteen weeks of service for Job Store and received outstanding recommendations.

### Refer-A-Friend Bonus

You can earn up to a \$25.00 bonus by simply referring a friend to Job Store, who then works at least 80 hours for us.

### Refer-A-Company Bonus

If you know a company that could benefit from Job Store's services, please fill out the Referral Bonus Certificate. If the company you refer pays for eighty hours of our services, we will send you a check for \$25.00.

### Drawings/Incentives

Job Store has special drawings and incentives to reward and retain quality associates. For example, gift cards, lottery tickets and more.

**\*Job Store reserves the right to change our bonus structure at anytime without notice.**

## **ARBITRATION AGREEMENT/DISPUTE RESOLUTION POLICY**

Should there be an issue between Job Store and one of our associates, it is the procedure of Job Store to settle the issue by using an impartial Arbitrator. Details of our arbitration agreement are as follows:

- All controversies, claims, disputes, and matters in question arising out of, or relating to, the employment of the associate by Job Store Staffing, Inc., or the discharge of such employment, or the Associate's Employment Agreement, or the breach thereof, or the relations between the parties, arising either during or after the employment relationship, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association.
- The arbitration shall take place in the city in which the company's office is then located, and shall be governed by the laws of this State.
- The award rendered by the arbitrator shall be final and judgment may be entered upon it in accordance with applicable law in any court having jurisdiction thereof, including a Federal District Court, pursuant to the Federal Arbitration Act. The arbitrator may grant the company injunctive relief, including temporary, preliminary, permanent and mandatory injunctive relief, but shall not be limited to such relief.
- This Arbitration Agreement shall not preclude the company from seeking injunctive relief in a court in order to protect its rights until such time as judgment are entered upon an arbitration award, nor shall the filing of such an action constitute waiver by the company of its right to seek arbitration hereunder.
- In preparation for the arbitration hearing, each party may utilize all methods of discovery authorized by the procedural rules and statutes of this State and may enforce the right to discovery in the manner provided by said rule and statutes and/or by the arbitration law of this State.
- The parties acknowledge that this is not a contract of employment.

## **EQUAL EMPLOYMENT OPPORTUNITY**

We are committed to providing equal opportunity in all of our employment practices, including selecting, hiring, placement, transfer, and compensation, to all qualified associates without regard to race, color, religion, sex, national origin, citizenship status, age, sexual orientation, or disability or any status protected by law. The objective of Job Store's hiring procedures is to select the most qualified individual for the assignment as they become available. All associates are encouraged to provide Job Store with information that will demonstrate their qualifications to perform the duties of these assignments. Job Store will afford reasonable accommodations, when they do not cause undue hardship, to qualified associates. It is your responsibility to inform us of these issues.

## **COMPANY GUIDELINES**

This section of your handbook discusses your responsibilities to Job Store as an associate. Please thoroughly familiarize yourself with these guidelines and apply them in your work. The results of your effort will be a more efficient, productive and pleasant atmosphere for you, your co-workers, and our clients.

### **THE BASICS**

#### **Phone and Transportation**

Due to the volatile nature of our job assignments, it is necessary for you to maintain a consistent means of communication with our company as well as reliable transportation to and from the job site. If you do not have a phone in your home, you must notify your HR Coordinator at once and determine how you can be contacted.

#### **Confidential Information**

You may be exposed to confidential information while on our premises or on the client's job site. Any disclosure of confidential information can result in immediate discharge.

#### **Absenteeism and Tardiness**

It is difficult for us to properly serve our clients when an associate does not report to work as scheduled. It also creates an unnecessary burden on fellow associates. Therefore, we cannot tolerate absenteeism or tardiness.

In order to effectively serve our clients, it is important that you arrive at your assignment on time each day. In the event that illness or injury prevents you from reporting to your assignment, it is *your* responsibility to personally notify Job Store or voicemail, at least TWO HOURS prior to your scheduled shift.

If you are going to be late, personally notify Job Store BEFORE, your scheduled starting time. State the reason for your lateness and your expected time of arrival. Failure to call in is a violation of company policy and will result in the absence and/or tardiness being recorded as an unexcused. This may result in disciplinary action, up to and including discharge. The voicemail service is available to accept your calls after hours.

In case of repeated absences and/or tardiness, you may be required to submit evidence verifying the reason of your absence. If requested, failure to provide substantiation of the reason for your absence may result in discharge.

*Personal Telephone Calls*

Clients have a limited number of telephone lines, and it is essential that they keep these lines open for business calls. We, therefore, ask our associates to refrain from making and receiving personal calls, except, of course, in cases of emergency. Use of cell phones, including texting, during work hours is prohibited. Cell phones may be used during break times or at lunch. Any excessive personal phone use may result in disciplinary action and/or discharge.

*Personal Use of the Internet*

Personal Use of the Internet during work hours is strictly prohibited.

*Social Media Policy*

Please note: inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

*Personal Visits*

Visits by friends or relatives can be disturbing to our clients' operations. Therefore, we strongly discourage such visits during your work hours. Our clients are our business. Any misuse of our clients' time may result in disciplinary action, up to and including discharge.



### Conflict of Interest

It is our policy to forbid associates/employees to deal in any other business that competes with Job Store or client companies. If you think that there is a possibility that you may have a conflict, it is your responsibility to notify your HR Coordinator.

### Courtesy

Courtesy is the responsibility of every associate. Everyone is expected to be courteous, polite, and friendly both to our staff, our clients and to their fellow employees and associates. No one should be disrespectful to a client, use profanity or engage in any activity that injures the image or reputation of our company. Any such behavior may result in discharge.

### Damage to Property

We have made a tremendous investment in our facilities and equipment in order to better serve our customers and to make your job easier. Deliberate or careless damage to our property or the property of our clients will not be tolerated and may result in immediate discharge.

### Fighting, Threats, and Weapons

Obviously, we cannot allow fighting, aggressive behavior, threatening words or misconduct of any sort. Nor can we allow the possession of weapons of any kind on company or client premises. Any of these volatile acts may result in discharge.

### Fraud, Dishonesty and False Statements

Falsification of any application, time record, or any other document is STRICTLY prohibited. If you observe any such violation, please report it to your HR Coordinator or to a Branch Manager immediately as it may result in discharge.

### Harassment

This company strictly prohibits all forms of harassment. Please review the No Harassment Policy in this handbook. Harassment may result in discharge.

### Insubordination

We expect every associate to follow the instructions of supervisors and other management officials. Failure to do so constitutes insubordination and may result in discharge.

### Misuse of Property

Our policy prohibits the misuse or use without authorization of equipment, vehicles, other property of clients, other associates, employees, or of this company. Misuse of property may result in discharge.

### Poor Performance

Every associate is expected to make every effort to learn their job and to perform that job at a satisfactory level. Any associate who fails to maintain a satisfactory level of performance is subject to discharge.

### Safety

You must comply with the safety rules, regulations and hazardous communication program of Job Store and the client company. Not complying with these protective guidelines may result in discharge.

### Sleeping and Inattention

We expect every associate to be fully alert while on the job site to ensure the safety of all associates and to properly serve our clients. Therefore, we cannot tolerate sleeping or inattention on the job. Any breach may result in discharge.

### Solicitation/Distribution

Solicitation by an associate to anyone at a worksite for any reason is strictly prohibited. Distribution of advertising materials, handbills or other literature is prohibited in all working areas at all times. Solicitation and distribution is prohibited on company premises at all times and may result in discharge.

### Substance Abuse

Substance abuse is not tolerated at this company. Our Drug and Alcohol Policy states our position and policy regarding alcohol and drug use as well as the use of other intoxicants and mind-altering substances.

### Theft

We do not tolerate theft in any form. In order to protect you, your co-workers, our clients, and the company, we reserve the right to inspect all lockers, desks, toolboxes, purses, briefcases, packages, vehicles, and any other personal property that is brought onto company or client property. If you wish to remove any company property from the premises, you must obtain written permission in advance from your HR Coordinator.

### Unlawful Activity

No associate may engage in any unlawful activity, either on or off the job as this can adversely affect the company's reputation. Conviction of criminal activity may result in discharge.

### Investigation

Any associate who fails to cooperate with a company investigation is subject to discipline, up to and including discharge.

In addition, we expect all our associates to comply with the rules and policies established by the client they are working for. Obviously, this list is not all-inclusive and there may be other circumstances for which associates may be disciplined, up to and including discharge. If you have any questions about these basics, or what we expect of you as one of our associates, please discuss them with your HR Coordinator.

## **DRUG AND ALCOHOL POLICY**

We will not tolerate alcohol abuse or the use of other intoxicants and mind-altering substances, including illegal drugs. Our associates may be required to submit to drug screens, blood alcohol tests, Breathalyzer™ tests, and medical examinations under the following circumstances:

- a) when an associate is suspected of working or reporting to work with intoxicants or mind-altering substances in their system; or
- b) when an associate suffers an on-the-job injury or is involved in an accident while at work; or
- c) on a periodic or random basis; or
- d) when required by a client company.

The presence of 0.05% alcohol in the blood or the presence of any other intoxicants or mind-altering substances in the body is a violation of this policy. Refusal of an associate to undergo testing or to cooperate fully with any of these tests is also a violation of our policy.

Our associates are also prohibited from possessing, using, selling, or purchasing any alcoholic beverages or other mind-altering substances on company property or in company vehicles. Off-premises possession, use, sale or purchase of mind-altering substances, or off-premise alcohol abuse may reflect unfavorably on the company's reputation and is also prohibited.

This policy does not prohibit the proper use of medication under the direction of a physician. However, the misuse or abuse of such drugs is prohibited. Associates who are taking prescription or non-prescription drugs that could affect their ability to perform their jobs in a safe and efficient manner must notify their immediate supervisor of this fact when they report to work.

In order to protect the safety and property of all associates, the company reserves the right to inspect associates' lockers, tool boxes, desks, and cabinets as well as motor vehicles and any other personal belongings brought onto company property. Failure to cooperate with such inspections is a violation of this policy.

Violation of any aspect of the company's Drug and Alcohol Policy will result in discipline, up to and including immediate discharge.

## **ANTI-HARASSMENT POLICY**

The Company prohibits unlawful harassment based on age, race, sex, color, religion, national origin, disability, sexual orientation, or any other applicable status protected by state or local law.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's age, race, sex, color, religion, national origin, disability, sexual orientation, or any other applicable status protected by state or local law will not be tolerated. Prohibited behavior may include but is not limited to the following:

- Offensive cartoons, e-mails, posters, drawings, or photographs
- Offensive or hostile statements such as epithets, derogatory comments, slurs, or jokes
- Physical conduct such as assault, or blocking an individual's movements

This policy applies to all employees including managers, supervisors, co-workers, and non-employees such as customers, clients, vendors, consultants, etc.

## **SEXUAL HARASSMENT POLICY**

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, Job Store believes it warrants separate emphasis.

The Company prohibits sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Cartoons, posters, calendars, notes, letters, e-mail.
- Comments, jokes, foul or obscene language of a sexual nature, gossiping, or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

### **Complaint Procedure**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, Job Store expects employees to make a timely complaint to enable the Company to investigate and correct any behavior that may be in violation of this policy.

Report the incident to your supervisor. If you do not feel that the matter can be discussed with your supervisor, you should contact any other Job Store supervisor who will investigate the matter and take corrective action. Your complaint will be kept as confidential as practicable.

The Company prohibits retaliation against an employee for filing a complaint under this policy or for assisting in a complaint investigation. If you perceive retaliation for making a complaint or your participation in the investigation, please follow the complaint procedure outlined above. The situation will be promptly addressed.

If the Company determines that an employee's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of employment.

## **COMPUTER RESOURCE POLICY AND GUIDELINES**

The following policies refer to all Client Company Internet/Intranet and e-mail systems where you are assigned. Failure to abide by these policies may result in disciplinary action, up to and including termination.

- Internet/Intranet and e-mail systems are for business purposes only. Non-business and unauthorized use of computer resources is prohibited.
- Associates receiving company-related communications over the Internet or e-mail, shall disclose information to authorized parties only.
- Associates do not have a personal privacy right in any communications or other documents they create, receive, send or store. The Company reserves the right, at its discretion, to monitor and otherwise address any communications or other documents created, received, sent or stored.
- The Company's policy against sexual or other harassment applies to all Company communication systems. Creating, transmitting, or intentionally receiving communications or other documents that are intimidating or that contain hostile, degrading or otherwise offensive references to people based on their sex, race, nationality, religion, age over 40, color, disability, status or sexual orientation violates Company policy.
- Attempting to access erotic or sexually oriented sites is prohibited. This includes any site containing offensive language or any other content prohibited by law, regulations or Company policy.
- Political statements not sanctioned by the Company are prohibited.
- Playing games on Company computers is considered non-business usage and is prohibited.
- Copyrighted material may not be duplicated or used in any way

that violates the copyright.

- Downloading or uploading of software protected by a license agreement may only be done in strict compliance with the license agreement and must have prior approval of a company-authorized system professional.
- Adherence to Company policies related to virus scanning, downloading and uploading files or attachments is required.
- Associates may not use the Internet/Intranet or e-mail system for personal gain or non-Company solicitations.

To assure compliance with this and other Company policies, the Company expressly reserves the right to access, retrieve, read, and/or delete any communications or other documents that are created, received, sent or stored via Internet/Intranet or e-mail systems. Any associate who becomes aware of misuse of the Internet/Intranet or e-mail systems should promptly report the matter to Job Store.

## **MEDICAL AND FAMILY LEAVE (FMLA)**

Job Store grants up to 12 weeks of unpaid leave to an eligible associate who is the spouse, son, daughter, parent or next of kin of a covered service member to care for that person while he or she is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. For eligible associates, Job Store grants up to 12 weeks of unpaid leave for the following reason:

### Medical Leaves

- Associate's serious health condition or pregnancy-related disability

### Family Leaves

- Father's attendance at birth of child
- Parent's care of newborn, if completed within 12 months following birth of child
- Placement of a child with employee for adoption or foster care
- Serious health condition of employee's child under 18 years, or older child if disabled
- Serious health condition of associate's spouse or parent
- Any qualifying exigency if the associate's spouse, son, daughter, or parent is on active duty or has been notified of an impending call or order to active duty in the Armed Forces

To be eligible for family and/or medical leave (FMLA Leave), an associate must be employed at least 12 months and have worked at least 1,250 hours during the 12 months preceding the commencement of leave. In addition, associates must work at a work site of 50 or more associates within a 75-mile radius to be eligible.

Whenever possible, associates must notify their Job Store supervisor at least 30 days prior to the leave, so Job Store can arrange for the necessary approval and find someone to perform their work during their absence. Requests for leaves should be made in writing to the associate's immediate supervisor, stating the reason for the leave, the starting date, and the planned date for return to work. If the leave is foreseeable based on a planned medical leave the associate must make a reasonable effort to schedule treatment so as not to unduly disrupt company operations. Appropriate certification for any serious health conditions is also required. Job Store may require a second medical opinion at Job Store's expense. Documentation confirming family relationship, adoption or foster care may be required. If notification and appropriate certification are not provided in a timely manner, approval for leave may be denied. Continued absence after denial of leave may result in disciplinary action in accordance with Job Store's attendance guideline.

The maximum time allowed for FMLA Leave is 12 weeks as is explained above in the 12-month period as defined by Job Store. Any combination of family leave and medical leave may not exceed this maximum limit. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child. For purposes of this policy, the 12-month period is defined as the 12-month span of time measured forward from the date of the employee's first FMLA Leave began. Although most leaves would be taken in a single block of time, intermittent leaves or reduced leave schedules also may be granted, where medically required, or in cases where both Job Store and the associate agree.

Associates taking intermittent leave or reduced schedules based on planned medical treatment may be required to temporarily transfer to another job with equivalent pay and benefits that better accommodates that type of leave.

If an associate is currently covered by Job Store's medical insurance, these benefits continue for associates on FMLA Leave. Associates must continue to pay their insurance premium while on leave.



If collecting workers' compensation or disability payments an associate may not use vacation leave.

As other types of unpaid leaves, vacation and sick leave will not accrue during the unpaid leave. Holidays, bereavement leave, or employer's jury duty pay are not granted on unpaid leave. However, employment benefits accrued by the associate up to the day on which FMLA Leave begins are not lost.

Associates on leave must contact their Job Store supervisor at least two weeks before their first day of return. If the leave is for an associate's own serious health condition, the associate must bring medical certification verifying ability to return to work. Failure to return to work on the day after the expiration of leave may result in termination of employment.

Associates who return to work from FMLA Leave will be returned to their same job or an equivalent position subject to the requirements of FMLA.

## **TO SUM IT ALL UP**

This handbook highlights your opportunities and responsibilities as an employee of Job Store. Please refer to this guide, as needed, for a successful working relationship with Job Store and our client companies. The opportunity to work in different organizations and utilize your skills, could help you move into a new career opportunity and a bright future. Once again, welcome to Job Store. We look forward to working with you.

Revised April, 2013