

**HANDBOOK FOR TEMPORARY AND CONTRACT EMPLOYEES**  
REVISED APRIL 2009

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328 DeSiard Street  
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[www.willstaff.net](http://www.willstaff.net)

## WELCOME TO WILLSTAFF

Dear Employee:

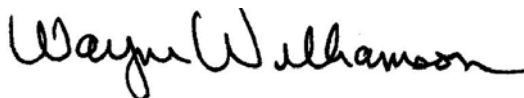
WELCOME! You have joined the WillStaff Worldwide Team. We are excited about our future together and look forward to sharing in your personal contributions to the success of our Company. You are associated with the most outstanding group of professionals in the industry.

Our basic business is to provide support to the thousands of employees throughout our system through training, counseling, business planning, pay rolling and invoicing and various other areas of support. The excellence of our work depends on the excellence of our people – not only those who perform services directly for our customers, but just as importantly, those who perform necessary support functions without which our services could not be provided.

This handbook has been prepared to help you better understand the Company's policies and procedures. It also explains some of the benefits, which are available to you as a WillStaff employee. Please read the information in this handbook carefully and become familiar with it.

The policies, procedures and benefits described in this handbook do not constitute a contract of employment or obligate the Company in any way. You will at all times be an employee at will, which means that you can resign and the Company can terminate your employment at any time for any reason. The Company may, from time to time, make changes to this handbook at any time without prior notice and reserves the right to do so. The policies, procedures and benefits described in this handbook are not intended to include all situations and details. Should you have any questions about any of the information, please feel free to contact your local personnel manager.

Sincerely,

A handwritten signature in black ink that reads "Wayne Williamson". The signature is written in a cursive, flowing style.

Wayne Williamson  
President

## **STORY OF THE COMPANY**

### **WHO IS WILLSTAFF WORLDWIDE?**

WillStaff Worldwide is a people-oriented firm. The success and the future of our company depend on our ability to perform a variety of functions for you and for our clients.

WillStaff, Inc. is the holding company for a number of WillStaff Worldwide offices in eighteen states. This family also includes our Contract Meter Service – AMS Utiliserv (AMS).

WillStaff Worldwide started in 1968 opening its first office in Monroe, Louisiana under the franchise of Snelling Personnel Services. WillStaff is now a part of The RADIA International, Inc of Dedham, MA along with TAC Worldwide, Advantage Human Resources, Talent Tree and the Holland Group.

### **HOW DOES THIS AFFECT ME?**

Your employment record begins with your job application and is kept in a confidential file at your local WillStaff Worldwide office. Performance appraisals, promotions, transfers, and other matters that affect you, as the employee, are kept at WillStaff Worldwide as well. You should list WillStaff Worldwide as your employer of record for insurance purposes, work related injuries, and other instances requiring an employer of record. All requests for information pertaining to your employment should be directed to the local office Sales Manager. WillStaff's Human Resources Department can be contacted for formal requests of verification of employment.

## **COMPANY STATEMENT**

*The matters pertaining to employment presented in this handbook are for informational purposes only, and may be unilaterally amended or withdrawn by WillStaff Worldwide at any time without prior notice to employees. This handbook is not a contract or offer of a contract of employment and cannot be relied upon as such.*

*By virtue of execution of the acknowledgment statement pertaining to this handbook, each employee agrees as a condition of hire or continued employment, to the above purpose and limitations on the use of this handbook, and to be bound by changes in terms and conditions of employment relationship at any time, for any reason. As a condition of employment, each employee acknowledges and agrees that WillStaff Worldwide may make changes in his or her terms of at-will employment, and each agrees to be bound by any such changes. The only effective objection an employee may make to any such changes is to resign from employment.*

## **EMPLOYMENT POLICIES**

### **EQUAL EMPLOYMENT OPPORTUNITY**

It is our policy to select the best-qualified person for each position in the organization. WillStaff, Inc. is an equal employment opportunity employer and we will not discriminate against an applicant for employment or fellow employee because of race, creed, color, religion, sex, national origin, ancestry, marital status, disability, age, disability or Vietnam era veteran status in accordance with applicable federal, state and local laws.

This policy applies to all employment practices and personnel action including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

WillStaff Worldwide supports and will comply with such Federal law in all aspects and will not take any retaliatory action against employees because they have filed discrimination charges, complained about discrimination, or participated in the investigation of a charge of discrimination. If you feel at any time that you have been or are being discriminated against because of any of the above reasons you should contact the WillStaff Human Resources department. The HR Department can be reached at (318) 324-8060. Concerns may also be reported anonymously through the WillStaff "Silent Whistle" program by calling (888) 235-7317.

### **THE FAMILY AND MEDICAL LEAVE ACT OF 1993\***

An approved absence is available to eligible employees for up to twelve weeks of unpaid leave in any 12-month period for the following circumstances: (1.) The birth of a child of the employee and in order to care for such child. (2.) The placement of a child with the employee for adoption or foster care. (3.) To care for a spouse, child, or parent with a serious health condition. (4.) To care for the employee's own serious health condition which renders the employee unable to perform the functions of his/her position.

Military family leave entitlements for eligible specified family members: Up to 12 weeks of leave for certain qualifying exigencies arising out of a covered military member's active duty status, or notification of an impending call or order to active duty status, in support of a contingency operation, and up to 26 weeks of leave in a single 12-month period to care for a covered service member recovering from a serious injury or illness incurred in the line of duty on active duty. Eligible employees are entitled to a combined total of up to 26 weeks of all types of FMLA leave during the single 12-month period.

Advance Notice and Medical Certification: When the need for leave can be planned, such as the birth or placement of a child, or scheduled medical treatment, the employee must provide reasonable prior notice, and make efforts to schedule the leave to minimize disruption to organization operations. The employee will be required to report every four weeks on his or her leave status and intention to return to work. Medical certification from the health care provider is required to support a request for leave for an employee's own serious health condition, or to care for a seriously ill child, spouse, or parent.

For the employee's personal medical leave, the certification must state that the employee is unable to perform the functions of his or her position because of a serious health condition.

For leave to care for a seriously ill child, spouse, or parent, the certification must state that the employee is needed to provide care. At its discretion WillStaff Worldwide may require a second medical opinion, and periodic recertification at its own expense. If the first and second medical opinions differ, the Company, at its own expense, may require the opinion of a third health care provider, approved by both the Company and the employee. The third opinion is binding.

Job Benefits and Protection: An employee who is granted an approved leave of absence under this policy continues participation in the group medical and other insurance plans. If an employee elects not to return to work upon completion of an approved unpaid leave of absence, the Company may recover from the employee the Company's contribution to maintain the employee's coverage. The exception to the Company's right to recover the premiums is the employee's inability to return to work for reasons beyond the employee's control. An employee on an approved leave will not lose the employment benefits earned prior to the leave. The benefit balances will be reduced by the amount of vacation, sick and personal days used during the leave period. An employee on an unpaid leave accumulates no additional benefits during the leave period. The period of leave of absence is not included in the calculation of service time. An eligible employee returning from an FMLA leave will be restored to the same or an equivalent position, unless had the employee not been on leave, the employee would have been laid off, resigned or terminated. An equivalent position is defined as one involving the same or substantially similar duties and responsibilities, with equivalent benefits, compensation, and other terms and conditions of employment. If credentials or special qualifications have lapsed during the leave period, the employee will be given a reasonable opportunity to fulfill the requirements after returning to work. A doctor's release may be required if the employee is returning from a medical leave of three or more days.

Unlawful Acts by Employers: FMLA makes it unlawful for any employer to: (1) Interfere with, restrain, or deny the exercise of any right provided under FMLA. (2) Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement: The U.S. Department of Labor is authorized to investigate and resolve complaints of violations. An eligible employee may bring a civil action against an employer for violations.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

\*Condensed version - see office manager for unabridged policy.

## **PROHIBITED HARASSMENT**

WillStaff Worldwide maintains a strict policy of prohibiting unlawful harassment, including sexual harassment. Because sexual harassment interferes with work performance; creates an intimidating, hostile, or offensive work environment; or influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment, it will not be tolerated.

Sexual harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual nature (e.g. signs, posters, and the like) or requests for sexual favors. Sexual harassment also consists of creating a hostile work environment. We do not tolerate sexual harassment in any form.

If you feel you are a victim of sexual harassment or are working in a sexually harassing environment, you should promptly report the facts of the instance and the names of the individuals involved to your personnel manager or to the WillStaff professional that you feel comfortable with. WillStaff's Human Resources Department will investigate all such claims and take appropriate corrective action. WillStaff's HR Department can be reached at (318) 324-8060. Concerns may also be reported anonymously through the WillStaff "Silent Whistle" program by calling (888) 235-7317.

## **PERSONNEL FILES, EMPLOYEE INFORMATION**

All information will remain strictly confidential. If someone inquires about your employment, WillStaff Worldwide allows verification of position and dates of employment only. For release of any other information, a signed authorization must be submitted.

## **CHANGE IN EMPLOYEE'S STATUS**

The company must record your address, telephone number, and information about you and your family. You must report changes in this information to your personnel manager immediately. This is very important to you in the event of an emergency and in connection with such things as your Social Security, withholding taxes, etc. Please notify your personnel manager whenever changes occur in the following areas:

1. Change of home address, and telephone number
2. Change in marital status
3. Legal change of name
4. Change of citizenship status
5. Beneficiary change (if participating in insurance benefits)
6. Telephone number of emergency contact

## **SAFETY**

The company desires a safe work place for every employee. Accidents are serious to everyone involved in that they reduce earnings, cause physical discomfort, and reduce skills in the office.

**YOU MUST REPORT ANY ACCIDENT/INJURY TO YOUR IMMEDIATE SUPERVISOR AS SOON AS POSSIBLE, AS A SLIGHT INJURY WITHOUT PROPER CARE MAY LEAD TO SERIOUS COMPLICATIONS. YOU SHOULD ALSO CONTACT YOUR PERSONNEL MANAGER WITH WILLSTAFF WORLDWIDE TO INSURE PROPER ASSISTANCE IN YOUR WORK SCHEDULE.**

It is the policy of the company to:

1. Provide a safe and healthful place of employment for all employees and to abide by all regulations as they pertain to the company's industry.
2. Require all employees to abide by the safety guidelines within the company and/or their respective departments.
3. Require all employees to abide by the procedures and provisions for the reporting and treatment of injuries.

In order to minimize accidents/injuries, all employees are expected to abide by the following rules:

1. Report any unsafe conditions to your supervisor as soon as possible.

2. Use eye and face protection where there is danger from flying objects or particles.
3. Dress properly. Wear appropriate work clothes, gloves and safe shoes or boots. Loose clothing and jewelry must not be worn while around heavy machinery or equipment.
4. Never operate any machines unless all guards and safety devices are in place and in proper operating condition.
5. Keep all tools in safe working condition. Never operate defective tools or equipment. Report unsafe tools and equipment to your immediate supervisor.
6. Properly care for and be responsible for all personal protective equipment.
7. Do not operate machinery if you are not an authorized operator.
8. Do not leave materials or equipment in aisles, walkways, stairways, roads or other points of entrance or exit. Practice good housekeeping at all times.
9. When riding in company vehicles or moving equipment, securely fasten the seatbelt.
10. No smoking near flammable materials.
11. When working with flammable materials, a fire extinguisher must be close at hand at all times.
12. The use of or being under the influence of intoxicating beverages or illegal drugs while on the job is prohibited.
13. All posted safety rules must be obeyed and must not be removed except by management's authorization.
14. Horseplay causes accidents and will not be tolerated.

## **INJURY REPORTING**

It is your responsibility as an employee to assure a safe working environment for yourself and your co-workers. If the company determines that the accident was due to negligence or extreme carelessness by you, an Employee Warning Notice will be issued to you with a copy to be placed in your personnel file. Repeated acts of negligence or failure to comply with safety rules can lead to further disciplinary action, up to and including termination.

All injuries, no matter how slight, must be reported to your personnel manager.

WillStaff Worldwide provides coverage for all employees in the event of an injury on the job. You are requested to exercise caution at all times while working, in order minimize industrial accidents. Failure to report all work-related accidents/illnesses may be grounds for disciplinary action.

When you have received a RETURN TO WORK order by your treating physician after work related injury, you will have the next business days to report to work or to contact your supervisor by telephone. If you do not contact the company within the next business day, you will be subject to dismissal.

## **DRUG AND ALCOHOL POLICY**

If the company is to continue to fulfill its responsibility to provide reliable and safe service to customers and a safe work environment for employees, employees must be physically and mentally fit to perform their duties safely and efficiently.

### **1. INTRODUCTION**

- A. This policy is not intended and will not be used to discriminate against any protected class defined by race, color, religion, sex, age, national origin, veteran status, disability, or other legally - protected status.
- B. Employees are expected to report to work and remain at work in condition to perform assigned duties free from the effects of alcohol and drugs.
  - 1. Alcohol abuse or illegal drug use and its physiological effects represent a threat to the well-being and security of employees and could cause extensive damage to the Company's reputation and community standing. Drug abuse could also instigate the shutdown of vital Company installations, should the public authorities conclude that Company personnel couldn't continue operation of these

facilities responsibly.

2. Any involvement with alcohol/drugs that adversely affects the workplace or the work environment will not be tolerated.
  3. Off-the-job illegal drug activity or alcohol abuse that could have an adverse effect on an employee's job performance or that could jeopardize the safety of other employees, the public, Company equipment, or the Company's relations with the public will not be tolerated.
- C. Illegal drugs are those drugs defined as illegal under federal, state, or local laws. Everyone knows what drugs are illegal. They include, but are not limited to:
- \* Marijuana
  - \* Heroin
  - \* Hashish
  - \* Cocaine
  - \* Hallucinogens
  - \* Depressants and stimulants not prescribed for current personal treatment by an accredited physician.
  - \* Controlled Substances

## II. CONSEQUENCES OF ALCOHOL/DRUG ABUSE

- A. Drug Abuse. The use, sale, or personal possession (e.g. on the person or in a tool box, desk, vehicle, etc.) of illegal drugs while on the job, including rest periods and meal periods, or on Company property is a dischargeable offense and may result in criminal prosecution. Any illegal drugs found will be turned over to the appropriate law enforcement agency.
- B. Alcohol Abuse. The use or personal possession (e.g. on the person or in a desk, tool box, locker, etc.) of alcohol during work time or on Company property is a dischargeable offense.
1. For all employees, alcohol consumption is prohibited during the workday, including rest periods and meal periods.
  2. The possession of alcohol in a Company vehicle, on or off of Company property is prohibited.
  3. Being under the influence of alcohol or drugs on the job is prohibited.
- C. Where there is obvious evidence of consumption of alcohol or drugs during regular work time, including breaks and meal periods, the following will apply.

1. For the purpose of this policy, an employee will be considered under the influence when, in the judgment of the supervisor, the employee's ability to perform his or her job safely and effectively is affected by the use of alcohol or drugs.
  2. Any employee, in any job, who is perceived to be under the influence of alcohol or drugs will be immediately removed from service and evaluated by medical personnel, if reasonably available. Management may take further appropriate disciplinary action.
  3. An employee in a job involving public contact or safety related considerations that are not perceived to be under the influence of alcohol or drugs, but who displays evidence of alcohol or drug consumption, will be immediately removed from service. Management may take appropriate disciplinary action.
  4. An employee not in a job involving public contact or safety related considerations that are not perceived to be under the influence of alcohol or drugs, but who displays evidence of alcohol or drug consumption, may be subject to appropriate disciplinary action.
- D. Off-the-job selling, distributing, or manufacturing of illegal drugs by an employee is a discharge offense. Likewise, illegal selling, distributing or manufacturing of alcohol is a dischargeable offense. The management shall make decisions regarding discharge.

### III. SPECIAL ACTION

- A. To protect the best interests of employees, the public, and the Company, the Company will take whatever measures are necessary to find out if alcohol or illegal drugs are located or being used on Company property. These measures will not be taken unreasonably, but when the Company believes them to be completely justified and necessary. The measures that may be used will include, but not limited to, the following:
1. Federal, state, or local authorities may be called upon to assist in an investigation.
  2. Unannounced drug screens of groups of employees may be conducted where a reason to suspect exists. Refusal to participate in a drug screen will result in immediate removal from service and may result in termination for insubordination.
  3. Searches of Company property, facilities, or equipment may be conducted by authorized personnel.
  4. Management may conduct searches of people, and of personal property located on company premises. Searches

of the person and of non-Company property (where reason to suspect exists) will not be conducted if an individual refuses to submit to a search. Upon refusal to submit to such a search, the purpose of the requested search and the potential implications of refusal will be carefully explained to the employee. Further refusal to submit will result in immediate removal from service and may result in termination for insubordination.

- B. Physical searches of employees and property searches may be conducted with management approval.
- C. As a supplement to other means of detecting drug and alcohol use, urine and blood testing may be conducted according to the following:
  - 1. Drug tests may be conducted for all regular full-time and regular part-time job applicants prior to employment. Offers of employment may be made contingent upon satisfactorily meeting these requirements. If the drug screening procedures indicate the presence of drugs or controlled substances, the applicant will not be considered for employment.
  - 2. Drug test may be conducted as a routine part of promotion and transfer of all employees being considered for positions for which a Company - mandated physical is required or which may directly affect public or employee safety. If a drug screening indicates the presence of drugs, other than prescription drugs, the employee will not receive further consideration for the position. Positive results on a drug screening for promotion or transfer will be cause for consideration of disciplinary action.
  - 3. Drug tests may be conducted as a routine part of Company mandated physicals for certain positions considered sensitive from a health and safety standpoint. Positive results on a drug screening will be cause for consideration of disciplinary action.
  - 4. Drug and alcohol testing will be conducted as a part of the investigation of an accident (vehicular or personal) or "near-accident" in which safety precautions were violated or unusually careless acts were performed. Also, where the employee's work record indicates a history of accidents, "near-accidents," or accidents that are the fault of the employee, testing may result.

5. Drug and alcohol testing may be conducted when an employee's supervisor has cause to believe that the employer is "unfit for duty."
  6. Drug testing may be conducted when there is reason to suspect use or possession of illegal drugs.
  7. When there is a change in group-behavior, a high rate of accidents or injuries, reliable information about drug involvement, or reason to suspect the use of illegal drugs within a work group.
  8. The Company may, from time to time, institute random drug testing of company employees.
- D. In cases where a drug screen indicated illegal drug use, the following steps may be taken:
1. The employee may be subject to disciplinary action up to and including dismissal.
  2. The employee may be suspended without pay. If the employee is suspended without pay, the following steps may be taken:
    - a. The employee will be required to seek treatment for drug abuse from a recognized professional or institution. Refusal to do so will be viewed, as insubordination and the employee will be subject to discharge. The employee will be required to cooperate in carrying out responsibilities to coordinate the treatment process.
    - b. The employee must have a negative test result within a certain period of time from the date of suspension. In the event the employee fails to do so within this period, the employee will be discharged. If, after negative results within such period, an employee is unable to return to work for good reason (e.g. participation in a treatment program is not yet completed), the time at which the employee shall return to work may be extended beyond the end of the period.
  3. Employees who have been suspended following a positive drug screen and who subsequently have had a negative test

result will be subject to random screening of an indefinite period of time.

4. Employees in positions where a physical is required or which may affect public or employee safety who have a first-time positive drug screen and a negative follow-up screen may be allowed to return to their positions only upon providing to their Supervisor, certified documentation from a recognized professional that would give a reasonable degree of confidence that the individual would be capable of performing his or her assigned job duties without impairment. Until certification acceptable to the Company is provided, the Company may, but shall have no obligations to provide a work assignment.
5. Employees who have been suspended for a positive drug screen and allowed to return to work, in accordance with this procedure, will be discharged for a positive test result on a subsequent drug screen.

#### IV. COORDINATION WITH LAW ENFORCEMENT AGENCIES

The sale, use, purchase, transfer or possession of an illegal drug or Drug Paraphernalia is a violation of the law. The Company will report information concerning possession, distribution, or use of any illegal drugs to law enforcement officials and any such substances found during a search of an individual or property. Searches will only be conducted of individuals' vehicles, lockers, desks, and closets based on reasonable cause. The Company will cooperate fully in the prosecution and/or conviction of any violation of the law.

#### V. RESERVATION OF RIGHTS

The Company reserves the right to: interpret, change, suspend, cancel or dispute with or without notice all or any part of this Policy or procedures or benefits discussed herein. Employees will be notified before implementation of any change. Although adherence to this Policy is considered a condition of continued employment, nothing in this Policy alters an employee's status and shall not constitute nor be deemed a contract or promise of employment. Employees remain free to resign their employment at any time for any or no reason without notice, and the Company retains the right to terminate any employee at any time for any or no reason without notice.

## VI. OTHER LAWS AND REGULATIONS

The provisions of the Policy shall apply in addition to and shall be subordinated to any requirements imposed by applicable federal, state or local laws, regulations or judicial decisions. Unenforceable provisions of the Policy shall be deemed to be deleted.

### **COMPLAINT PROCEDURE**

The company believes in an open door policy. If you have a complaint or disagreement, you are asked to try to resolve these problems by discussing them frankly with your supervisors. This communication path is preferred over discussing the matter with co-workers as it allows the supervisor the opportunity to find a solution to the problem before it becomes a company issue.

You are responsible for reporting your problem to your immediate supervisor. There should be no fear of retaliation at any stage of this process. Your supervisor will try to reach a solution through a thorough discussion of the problem with the involved parties. If there is no solution at this level, you should follow the directions as outlined in the procedure.

- Step 1 You should take up the problem with your personnel manager within a reasonable time
- Step 2 If the situation is not settled in Step 1, you may present it to the manager of the company. Any decision made by the manager will be final.

### **REDUCTION OF STAFF**

Economic slowdown or financial reversal in a company with WillStaff Worldwide may make it necessary to reduce your paid working hours or even lay you off. The company will follow a policy of staff reduction or reduction of hours based on (1) each employee's job performance or (2) the completion of a job. When hiring is resumed, the company will attempt to recall former employees who have not been laid off due to poor job performance.

### **DISCIPLINARY ACTION**

It is our philosophy to encourage self-discipline and to gain commitment from our employee to work toward common goals acceptable to the group. Certain rules are necessary to maintain an orderly work environment.

The company's normal practice is to help you identify strengths and weaknesses, and to improve your performance and behavior. The company reserves the right

to take whatever disciplinary measures it feels are appropriate, including discharge, if in the judgment of supervisors and managers the employee's conduct cannot be corrected, or it seriously threatens the well-being of the company or other employees.

Failure to observe established rules and practices can lead to disciplinary action including formal warnings, suspension, probation, and discharge.

The following is a non-inclusive list of misconduct that may lead to immediate adverse personnel action (e.g. discipline, suspension, discharge):

1. Theft
2. Intentional destruction or unauthorized use of company property.
3. Language or actions which are inappropriate to the workplace or which create a racially or sexually harassing environment.
4. Intentional falsification of company records.
5. Threatening, assaulting, or abusing any employee, customer, or company visitor.
6. Failure to follow company policies or procedures.
7. Unauthorized use or possession of firearms or explosives on company premises during working hours.
8. Intoxication or excessive use of alcohol during working time or on company premises.
9. Use, sale, possession, or functioning under the influence of unlawful drugs, or other controlled substances on company premises during working time.
10. Excessive absences or tardiness as determined by the business needs of the operating unit.
11. Failure to adhere to the scheduled or approved work hours.
12. Sleeping during work time, neglecting duties, or disrupting the performance of other employees.
13. Gambling
14. Insubordination, including refusal to follow work direction.

15. Violations of company safety-regulations or the gross or intentional endangerment of the safety of self or co-workers.
16. Violations of company security regulations, including acts of espionage or other subversive activities.
17. Failure to deal ethically and honestly with other employees, clients or company visitors.
18. Making social contacts (dates) with the guests or clients while on company premises.
19. Failure to report to work site.
20. Failure to report back to office after completion of an assignment.

## **TERMINATION**

All terminations are to be treated in a confidential and professional manner by all concerned. Inasmuch as you can terminate your employment with the company at any time and for any reason, the company reserves the right to terminate you at any time and for any reason. WillStaff Worldwide subscribes to the policy of the "employment at will ". Continued employment with the company is at the sole and exclusive option of company management. Permanent employment or employment for a specific term is not guaranteed or promised.

Employment with the company is normally terminated through one of the following actions:

1. Resignation: If you choose to terminate employment
2. Dismissal: An employee may be dismissed at any time for any reason at the sole and absolute discretion of company management.
3. Layoff: When a reduction in force is necessary, or one or more positions are eliminated. The company will, at its sole discretion identify the employees to be laid off at that time your assignment will end with that client company. However, other assignments could be available that you may be placed on based on your skills.

## **WAGE AND HOUR**

### **PAY PROCEDURES**

The company is on a weekly pay frequency.

Employees will receive their paychecks or paycards Friday in accordance with the location's delivery policy. In case of an error on your check or paycard, contact your supervisor immediately to review the possible error. Except in emergencies, adjustments will appear in the next issued paycheck or paycard. If you lose your paycheck or paycard, notify your personnel manager immediately. WillStaff Worldwide will wait 10 days from the date of the check to verify that it has not cleared the bank. Once that is verified, a stop pay is necessary for any reason other than company error. The stop payment fee will be deducted from your check and a new check will be processed. Additionally, if an employee requests a check to be mailed, WillStaff cannot be responsible for its timely delivery. If the check is lost, the above policy for lost checks will apply.

### **TIME CARDS**

Each employee will be responsible for his/her timecard, listing job number and all necessary information as directed by your personnel manager. All temporary employees must have their on-site supervisor sign and verify the hours on the timecard.

### **WORK WEEK DEFINED**

The WillStaff workweek begins on Saturday and ends on Friday. There may be some exceptions to this workweek, depending on the client's requirements. The unpaid meal period will be thirty (30) to sixty (60) minutes (depending on your job assignment) per eight (8) hour shift. Break period will vary depending on the scheduling of the job assignment.

### **OVERTIME**

Overtime pay is based on hours worked per workweek in accordance with state and federal requirements. Employees shall record all time worked, including time worked over their normal schedule. Overtime hours worked in excess of forty (40) hours in a workweek will be paid at one and one half times the base rate of pay per hour. Hours worked means time actually spent on the job. It does not include hours away from work due to vacation, sickness, or holiday even when those days are compensated. Unpaid sick leave, personal leave or any other time away from work is also not considered hours worked.

## **PAYROLL DEDUCTIONS**

The following mandatory deductions will be made from your gross wages: Federal income tax, Social Security tax, (FICA), and state tax where applicable.

You must fill out and sign a federal withholding allowance certificate during your first week of employment. This form must be completed in accordance with federal regulations. You may fill out a new W-4 any time your circumstances change.

## **GARNISHMENT**

WillStaff Worldwide may be required by law to recognize certain court orders, liens, and wage assignments. When WillStaff Worldwide receives a notice of a pending garnishment or wage assignment:

You should complete all forms within the allotted timeframe and return them to your supervisor.

WillStaff Worldwide's payroll department will process the garnishment and begin to deduct the funds from your paycheck when the appropriate agency serves notice to do so.

## **ABSENTEEISM AND TARDINESS**

You are expected to report to work on time, on a regular basis. Unnecessary absenteeism and tardiness are expensive and disruptive, and they place an unfair burden on the company; including other employees and supervisors.

If you find it necessary to be absent, you must notify your personnel manager one hour prior to the start of your shift. You must explain the reason for the absence and when you expect to return to work.

Grounds for absence:

An absence may be recorded as excused for reasons of personal or family illness or for several other reasons that would require you to miss all or part of a scheduled workday. Such absences will be recorded as excused if you ask your supervisor for the necessary time off in advance (and obtain approval), or if you call in to your personnel manager one hour prior to the start of your shift to report your absence.

Unexcused absence:

Your failure to request advance approval or to report your absence in the manner described in the previous section, will result in the absence being recorded as unexcused.

Termination for unexcused absence:

If you fail to call in for two (2) consecutive days to report the absence and to request that your absence be recorded as excused, you will be considered to have voluntarily terminated employment with the company. If notice is given and the company does not think it justifies the absence, it will be considered unexcused.

You are expected to be at your workstation before or at the start of your shift.

You are encouraged to arrive as early as possible for your shift so that you may have a chance to plan your day. Excessive tardiness will be cause for disciplinary action.

## **LEAVE OF ABSENCE**

Leave of absence is time off in a non-pay status. You must submit a request for leave of absence in writing to your personnel manager, which states the beginning and ending dates for the leave. You are expected to request the leave of absence with as much advance notice as possible.

If you are on a leave of absence and you do not return by the end of the leave, the company will terminate you for job abandonment. The last day worked will be considered the termination date.

The following reasons will be considered for a leave of absence:

Personal                      Military                      Family/Medical

Please see your supervisor if you have any questions about the terms and conditions for leave of absence.

## BEREAVEMENT LEAVE

In the event of a death in the immediate family, you should immediately contact your personnel manager. A full-time employee who has passed the ninety day introductory period will be entitled to three (3) unpaid days for bereavement leave.

The immediate family is defined as:

1. Spouse
2. Parents or Step-Parents
3. Child or Step-Child
4. Parents-In-Law
5. Grandparents
6. Brother or Sister
7. Grandchild

Circumstances and events may sometimes require additional days off. Any Additional time off requires the approval of your personnel manager and will be time off without pay. The company may require verification of the loss and relationship of the deceased for which time off is requested.

## HOLIDAYS

The company provides paid holidays, **providing the employee works 900 hours within the previous 6-month period.** The holidays are:

New Year's Day	Memorial Day	July 4th
Thanksgiving Day	Christmas Day	Labor Day

Eligibility for Holiday Pay – You must work the last scheduled day before a holiday and the first scheduled working day following the holiday to be eligible for holiday pay unless time off on these days has been scheduled prior to these days and has been granted by management.

This policy in no way guarantees time off on these holidays. Time off from your assignment shall be the Client Company. Due to the nature of some client company's business they may be in operation on a holiday and require you to work. WillStaff will compensate you for 8 hours worked on a holiday at your normal rate of pay for that assignment if you work that day or if you are allowed off for holiday.

Employees on assignment for specific clients may not be eligible for this benefit. Ask your WillStaff Personnel Manager if you have any questions.

## **VACATION**

WillStaff temporary employees are eligible for 5 days (40 hours) of vacation after working 1,900 actual regular-time hours for WillStaff. Overtime hours do not count toward vacation. Temp employees are permitted one 5-day vacation per year, regardless of number of hours worked over the minimum 1,900. Vacation must be requested within one year from the date it is earned, or it will be forfeited.

Employees hired after June 1, 2004 will begin their one-year accumulation period on their hire date. Hours begin again at “zero” on the employee’s anniversary date. Employees hired before June 1, 2004 will use June 1 as their anniversary date.

Any employee wishing to take vacation time should notify their WillStaff representative thirty days in advance so that arrangements can be made to cover their position.

The final decision on whether vacation will be granted is up to the discretion of the personnel manager and the client company.

You do not have to take time off to receive your vacation pay. Your vacation pay is calculated at the straight time, hourly rate you were earning at the time you qualified. It will be issued as a separate payment and cannot be issued in increments of less than 40 hours.

Please note: If you do not work for WillStaff for a period of 90 calendar days, all hours previously accrued toward vacation pay will be forfeited.

Vacation pay is not applicable to payrolling and other specific accounts.

Employees on assignment for specific clients may not be eligible for this benefit. Ask your WillStaff Personnel Manager if you have any questions.

## **SICK DAYS**

Your regular attendance on the job is important to the company’s operation. Frequent or unexplained absences from work will seriously impair the value of your services to the company and will be considered sufficient cause for disciplinary action.

You are to contact your supervisor by telephone, one hour prior to the start of your shift when a sick day is needed. It remains your responsibility to keep your supervisor/manager informed as to your condition and when you will return to work. The company may request a medical statement from your doctor when you are absent from work. Any days absent due to illness will be unpaid.

## **JURY DUTY**

The company will grant you unpaid time off for mandatory jury duty or court appearances as a witness when you must serve or are required to appear as a result of a court order or subpoena. A copy of the court order or subpoena must be supplied to the employee's personnel manager when requesting time off.

## **INSURANCE**

The company recognizes the needs of employees for financial protection in the event of an illness or injury that may result in medical expenses and loss of income. Providing adequate and cost effective health insurance protection is a concern of the company. WillStaff Worldwide offers temporary employees a mini-medical insurance plan designed to meet your needs. This plan includes: Medical, Dental, Short Term Disability, and Life Benefits.

See your personnel manager for more information on how to participate in these various benefits programs.

## **GENERAL POLICIES**

### **COMPANY PROPERTY**

You are expected to exercise care in your use of company property and to use such property only for authorized purpose. Negligence in the care and use of company property may be considered cause for suspensions and/or dismissal. Unauthorized removal of company property from the premises or its conversion to personal use will be considered cause for disciplinary action and/or dismissal. Company property issued to you must be returned at the time you are terminated from employment or when your supervisor requests its return.

### **DRESS CODE**

If you, by your dress, appearance, or personal conduct provoke undue attention to yourself, this is considered by WillStaff Worldwide to be detrimental and disruptive to the normal work atmosphere, and may be cause for recommendation for termination with cause after the first warning.

You are expected to report at the beginning of your daily shift in appropriate attire suitable for your job assignment. Business attire should be worn for clerical/office work. Work attire that is considered suitable for plant/light industrial job assignments should be worn. If your position requires you to wear a company appointed uniform, the entire uniform must be worn at all times during work hours. It must be clean and in good repair.

Head and facial hair must be neat and clean in appearance. Beards and mustaches must be neat and well trimmed. Hands and nails should be clean and tidy.

Company supervisors reserve the right to review your appearances in relation to the established standards at any time, and require reasonable improvement in any matters discussed with you within a reasonable time. You are expected to make corrections and follow recommendations on your own time if necessary.

## **SMOKING**

The company recognizes the need of many of its employees to work in an environment free of tobacco smoke. The company also respects the right of employees who choose to smoke, as long as this decision does not interfere with the rights of other workers.

Smoking is allowed only in the areas approved by your on-site supervisor.

## **PERSONAL TELEPHONE CALLS**

The telephone equipment of the company is provided for the purpose of providing service to customers; therefore, it is necessary to limit your personal calls to an absolute minimum number. Personal calls should only be made in case of absolute necessity or an emergency. Please inform relatives and friends of this telephone policy. If non-emergency personal calls must be made, please arrange to make them during your break or lunch period. No long distance personal calls may be made on company phones.

## **CELL PHONE USE**

Cell phones create a distraction in the workplace. Personal calls -- whether made on a cell phone or not -- are especially distracting, while text messaging takes away from an employee's productive time. Cell phones and other hand-held PDAs should be turned off or silenced during working hours, unless used for business purposes. Text messaging and internet use is prohibited during work hours and is only allowed during breaks or lunches.

Employees are prohibited from using cell phones, PDAs or other wireless devices while driving on company business. If you must make a work-related call while driving, you must wait until you can pull over safely and stop the car before placing your call. If you receive a work-related call while driving, you must ask the caller to wait while you pull over safely and stop the car. If you are unable to pull over safely, you must tell the caller that you will have to call back when it is safe to do so.

## **VISITORS AND VENDORS**

It is the policy of the company that, in order to avoid disruptions and possible security problems:

1. Visitors to the company who are there on business must identify themselves and state their business.
2. Visits by personal friends and family members of employees are discouraged.
3. No visitor is allowed to wander about the premises unescorted.
4. No visitor is allowed to break company rules affecting safety, and any employee seeing this happen should inform their supervisor.

## **GAMBLING**

The company takes a position that gambling among its employees can lead to bad morale, hard feelings, and financial hardships. Therefore, gambling is prohibited on company premises and will be a cause of discipline. Gambling includes card playing, dice, lotteries, betting on horses, or any other kind of wagering. Any employee who is guilty of selling or attempting to sell cards or run betting pools will be subject to discipline.

## **COMPANY AUTOMOBILES**

All employees who are required to operate a company vehicle must possess automobile insurance and a valid Drivers' License at all times. Under some job classifications, this may be required for employment. The employee will be required to provide to the company any such documentation to maintain employment. Any change in the employee's insurance and/or license must be immediately reported to their supervisor. Failure to do so may be cause for termination for employees required to have insurance and a Drivers' License.

Employees are to operate company vehicles only when specifically assigned to do so by their supervisor. No employee is to drive a company vehicle in a reckless or unsafe manner, or to exceed the lawful speed limit. Citations are issued to the employee and not the company.

Continued employment depends on the driving employee's insurability. If, due to any traffic violations, irrespective of fault, the employee becomes uninsurable, the company may transfer the employee to another department or terminate them.

## **EMPLOYEE PARKING**

Employees are required to park in areas designated for employee parking. The company is not responsible for any damages incurred to employee automobiles while on the premises.

## **SOLICITATION**

Solicitations and distribution of literature of any kind by employee is strictly prohibited during work hours and in working places.

In order to protect employees from solicitation or interruptions in the performance of their daily requirement in the workplace, solicitation of employees by another is prohibited while either is on work time. Selling, as well as distributing, advertising material, handbills, printed or written literature of any kind is prohibited in working areas.

## NOTES

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