



Employee Handbook
For Field Associates

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Purpose of Source One Staffing Associate Handbook

The purpose and intent of this handbook is to provide information concerning benefits, rights and responsibilities and establish guides/procedures for day to day personnel matters. We encourage and hope to promote a climate which fosters optimal staff performance and high morale.

This Employee Handbook was created for your use as a ready reference and summary of most of our policies, procedures, and benefits. It was designed to acquaint you with Source One Staffing as quickly as possible, therefore, as a new Associate it would be advantageous for you to read all of the following materials as soon as possible, ensuring your understanding of Source One Staffing policies and procedures.

It is the intention of Source One Staffing's management to continue to offer all of the benefits outlined in this handbook; however, we do reserve the right to alter or eliminate benefits and/or policies as necessary. Notice of any changes will be given to all Associates as promptly as possible.

We hope that this manual will serve as a helpful guide to your orientation and successful understanding of Source One Staffing.

Source One Staffing welcomes all new Associates and looks forward to a rewarding and harmonious relationship. During your New Hire Orientation you were provided with the Notice to Employee, Labor Code Section 2810.5. Within this notice you were given the name and address of your employer, Source One Staffing.

Employment with Source One Staffing is AT-WILL and can be terminated by either the Associate or the company at any time with or without cause.

Associate Handbook is Not ...

- Intended as a detailed statement of all applicable personnel statutes, regulations and policies.
- Does not constitute a contract of employment.

Employee Relations Policy

We are aware that a good deal of your time is devoted to the success of Source One Staffing, and we want to ensure that this time is pleasant, productive, and profitable. We are confident you will soon discover that your career with Source One Staffing will be both challenging and rewarding.

Source One Staffing's goal is to provide the best possible service in our industry. Each and every Source One Staffing client is assured that our business is conducted with integrity and a commitment to excellence. In order to successfully achieve this goal, we ask that you give only your best--produce quality work and render warm, friendly, and courteous service at all times.

Recognizing that each of you plays a key role in the success of Source One Staffing, our commitments to you are to:

Regard	Each Associate or applicant equally and without discrimination due to race, age, color, religion, sex, pregnancy, physical handicap, national origin, veteran status or medical condition as provided by Federal Law.
Create	An environment which stimulates learning, continued self-improvement, and personal and professional growth.
Provide	A fair, trouble-free and safe work place.
Demand	Professional competence.
Maintain	A high level of awareness and interest in workloads and performance.
Reward	Special achievement and self satisfaction.

Open Door Policy

Ongoing two way communication is key. Report any unsafe condition to immediate supervisor. Attend and participate in discussion during employee meetings. First discuss problem or dissatisfaction with your immediate supervisor, second notify your Source One Staffing Representative. If you have experienced retaliation as a result of reporting an issue immediately contact Corporate Human Resources Department., 888/510-4069. Source One Staffing and our clients take any employee concerns seriously and will attempt to make all investigations, matters, resolutions confidential.

Employment Policies

The following are established Company Policies which apply to all Source One Staffing Associates. Please feel free to discuss these policies with the Corporate Human Resources Manager any time that you have questions.

EMPLOYMENT

1) Hiring Policy

All applicants receive equal consideration without regard to race, age, color, religion, sex, pregnancy, national origin, physical handicap, marital status, medical condition or veteran status. General aptitude, experience, education, professionalism, and a willingness to work are key factors considered during the hiring process.

On a daily basis, Associates will be evaluated on, work habits, performance, attendance and ability to integrate into the organization; including but not limited to:

- Professional Appearance
- Appropriate Conduct
- Neglect of Duty
- Attendance/Tardiness

- Working with others and being a team player
- Duties performed in a professional and timely manner

2) **Training**

Source One Staffing provides each new Associate with appropriate training. The training schedule is composed of individual instruction, as well as on the job involvement.

4) **Personnel Files**

Personnel files are the property of Source One Staffing. The information they contain is confidential, unless Source One Staffing is required to comply with valid court orders and government requests to provide this information. Every employee is responsible for ensuring personnel information remains confidential. You may review your own file upon request. Please contact the Human Resources Manager in advance to make an appointment to review your file.

To ensure your personnel file is current, it is your responsibility to promptly notify your Representative of any changes in your name, names of dependents, marital status, mailing address, telephone number, emergency contact and so forth.

5) **Job Duties**

When first assigned to your position, your manager/supervisor will explain your job responsibilities, duties, working hours and the performance standards expected of you. Source One Staffing reserves the right, with or without notice, to change any of these at any time during your assignment. Also, from time-to-time, you may be asked to work on special projects or to assist with other work necessary and important to the operation of Source One Staffing. Your cooperation and assistance in performing such additional work is expected. If you refuse to perform your assigned duties and/or work those hours you are required, your assignment is subject to being ended or you will have the opportunity to voluntarily resign from your assignment.

6) **Reduction in Force**

Source One Staffing recognizes situation may arise which may make it necessary to reduce its workforce. This may occur during periods of declining business, internal reorganizations or for other reasons associated with efficient operation of the business. Associates will be selected for layoff based on a combination of factors, but not limited to, job performance, productivity, skills and education, qualifications, the ability to perform the work remaining, flexibility to perform a variety of tasks, attitude, attendance and seniority. Any factor or combination of factors may be determinative in a particular case.

Laid-off Associates may be eligible for re-assignment. It is the responsibility of the Associate to communicate on a daily basis with their respective branch office so potential assignments may be discussed. However, Source One Staffing reserves the right to interview employees on layoff competitively with other candidates to determine who may be best suited for the new assignment. There are no recall rights.

7) **Wage Attachments and Garnishments**

It is Source One Staffing's normal operating policy not to provide information to creditors to assist in the collection of personal debts from our regular staff. However, creditors do have the right to engage in certain legal procedures such as garnishment, levies or judgments, which require Source One Staffing, by law, to withhold a portion of your earnings in their favor.

Wages and Salaries

Salaries

It is the intention of Source One Staffing to maintain salary levels comparable to those of other companies in our industry and areas of operation. At the time of hire, a monthly salary or hourly wage is established based on skill, education, and experience required to perform the job.

Associates receive a salary or hourly wage, which is paid weekly. Daily overtime is after 8.0 hours worked in a day or after 40.0 hours worked in a week. Double time is paid after 12 hours worked in a day and any hours worked after eight hours on the seventh day.

In the event the payday falls on a holiday the paycheck will be given the preceding day. If for any reason your assignment is ended or you voluntarily resign your pay check wages are due and payable no less frequently than weekly regardless of when the assignment ended.

Any questions regarding Source One Staffing wage and salary policy may be directed to your Corporate Human Resources Manager.

Attendance

Absenteeism and Tardiness

While one of the main goals of your employment should be regular attendance, Source One Staffing recognizes that no one wants to be sick, and from time to time illness and injuries may occur that will prevent you from reporting to work.

- 1) In the event an illness or injury prevents you from reporting to work, we need your cooperation to properly cover your assignment. Therefore, you are expected to notify your direct supervisor and your Source One Staffing Representative each day you expect to be absent.
- 2) If you should require time off for any purpose other than sick leave, the request must be made to and approved by your supervisor and the human resources representative prior to the absence. Requests of this kind should be made at least two weeks in advance and in writing.
- 3) It is Source One Staffing's responsibility to insure that you receive fair compensation for your time spent on the job. It is your responsibility to arrive at your assignment prepared to work at the assigned time. We acknowledge that traffic, weather conditions, family problems, etc., may cause you to be late on occasion. You should contact your supervisor and your Source One Representative to advise them of the time you will be able to report for work. While occasional tardiness is understood and excused, consistent abuse of this privilege, which

indicates your lack of concern for your job and your co-workers, will result in disciplinary action up to and including your assignment subject to being ended.

- 4) In the event you fail to notify us if you are going to be absent, the absence will be noted as “unexcused” and considered as “a no call, no show”. Further, an unexcused absence may be grounds for disciplinary action up to and including assignment being ended.
- 5) Should your supervisor feel that your attendance/tardiness record is below standard, you will be notified. You will be given a reasonable period of time to show improvement in this area.
- 6) **Jury Duty – If you are called to serve on a jury, paid time off will not be granted** for time lost while serving on a jury. Source One Staffing strives to employ individuals of the highest integrity and good judgment. You must immediately notify your supervisor and your Source One Staffing Representative of your pending civic obligation. You will be expected to report to work when court is not in session or if you are not required to report to jury duty on any given work day.

It is our hope that our absentee policies will work to the benefit of all Source One Staffing Associates as well as our Clients.

Daily Operation Policies

- 1) **Work Schedule**
You will be notified of our work schedule and if at any time you cannot work the hours you were assigned, you need to contact your Source One Staffing Representative immediately.
- 2) **Professional Conduct**
All Source One Staffing Associates are expected to conduct themselves in a professional manner, extending professionalism, courtesy and friendliness to Clients at all times. This same demeanor is to be carried through the organization by regarding your co-workers with the same respect and dignity afforded Source One Staffing Clients and field Associates.
- 3) **Confidentiality of Business**
Due to the competitive nature of our industry, it is imperative that all aspects of our business be held in the strictest of confidence. No areas of our business are to be discussed with any representative of another employment service or third party. Doing so may be cause for disciplinary action up to and including assignment being ended.
- 4) **Personal Telephone Calls**
Personal telephone calls should be kept to a minimum. In some of our facilities cellular phones are not allowed in the work area. You need to check your cell for emergency calls during your breaks. If you receive an emergency call you need to use your cell immediately, notify your immediate supervisor.
- 5) Personal items should be stored in provided lockers. Stolen or lost items are the responsibility of the Associate
- 6) **Personal I D Required**
When reporting to work, you may be asked to provide personal ID. Please have it ready.

7) **Policy Against Harassment**

Source One Staffing is committed to providing a work environment that is free from discrimination. In keeping with this commitment, Source One Staffing maintains a policy prohibiting unlawful harassment in any form, including verbal, physical, sexual and visual harassment.

Any Associate who believes he or she has been harassed by a co-worker, supervisor, client or agent of the employer should promptly report the facts of the incident or incidents and the names of the individuals involved to his or her supervisor, your Source One Staffing Representative. You may also contact our Corporate Human Resource Manager – 888/510-4069. Supervisors should immediately report any incidents of unlawful harassment to the Source One Staffing Representative or the Corporate Human Resources Manager. Corporate Human Resources Manager will investigate all such claims and take appropriate corrective action.

Rest Periods and Meal Breaks

Rest Periods

You are provided with rest breaks of no less than 10 consecutive minutes for each four hours worked. Rest period should be as near as possible to the middle of the work period. If you are not given your rest breaks, contact your branch or On-Site Representative.

Meal Breaks

All hourly associates are required to take 30 minute meal breaks for every work period of more than five hours. If you work more than 10 hours you are required to take a second meal break of no less than 30 minutes. You are required to clock out at the beginning of your meal break and clock back in when returning to work. Breaks and lunches may not be combined.

Safety

It is our policy accident prevention shall be considered of primary importance in all phases of operations and administration. It is the intention of Management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all associates. It is our policy to drug test all Associates before they report to their assigned facility.

Associates are expected to assist Management in accident prevention activities. Unsafe conditions must be reported. Any injury that occurs on the job, even a slight cut or strain, must be reported to management as soon as possible. Under no circumstances should an Associate leave a shift without reporting an injury.

You must be well trained and knowledgeable of all hazards before using any machinery and/or equipment. When operating any type of forklift and/or pallet jack you must have an unexpired and valid certificate.

Benefits

A comprehensive benefit package has been carefully designed as part of Source One Staffing's commitment to provide for the security and well being of our Associate staff. The following is an overview of your benefit package.

AFFORDABLE HEALTH INSURANCE

1) **Eligibility**

Upon completion of 30 days of continuous employment, Associates are eligible to sign up for health benefits offered. Your weekly contribution will be made through payroll deductions.

2) **Enrollment**

Enrollment is accomplished by completing an enrollment form, which you will receive with your first payroll check. If you elect to enroll or decline enrollment in the group plan offered, it is important that you complete all required forms promptly and return the forms to your Source One Staffing Representative.

3) **Coverage Effective Date**

Your health coverage becomes effective on the first day of the month following the completion of the 30-day waiting period. For example, if your regular hire date is June 15th, your 30-day waiting period will end on July 15th. Your insurance would then become effective on August 1st

COBRA

The Consolidated Omnibus Budget Reconciliation Act (COBRA), signed into law on April 7, 1986, as amended, requires that for certain qualifying events, you be allowed to continue your insurance coverage. You will be notified by mail of your options and instructions on how to enroll.

Leave of Absence

Under the Federal Family and Medical Leave Act (FMLA), you may be entitled to take an unpaid family or medical leave of absence if you have worked for us for at least 12 months and have worked at least 1250 hours in the 12-month period before the date you begin your leave.

As a Source One Staffing Associate, the following is a list of your responsibilities:

- 1) Provide notice to your Source One Staffing Representative of the need for leave.
 - a) For leave that is foreseeable – 30 days notice.
 - b) For leave that is unforeseeable – as soon as possible.
- 2) Advise your Representative if leave is to be taken intermittently or on a reduced leave schedule basis.
- 3) Provide medical certification for leave taken as a result of a serious health condition.

- 4) Periodically advise the Representative of your intent to return to work at the conclusion of leave.
- 5) Notify your Representative of any change in the circumstances for which leave is being taken.
- 6) Provide your Representative with a fitness for duty certification when leave was taken for your own serious health condition.

Any request for a leave of absence is provisional until all required documentation is provided. Any medical leave or pregnancy disability leave will run concurrently. You will receive notification and or approval within (2) days of your formal request for medical leave. If you do not return to work on the date designated by your health care provider, you will be subject to assignment being ended.

Disciplinary Procedure / At-Will Employment

As an Associate of Source One Staffing you are expected to adhere to all established company policies and procedures as outlined in your employee handbook and Rules of Conduct. **By providing this disciplinary procedure list, Source One Staffing is in no way limiting your “at-will” employment status.** In the event that disciplinary action is necessary you can expect the following process: (Disclaimer: Management has the right to supercede all the following steps of disciplinary action leading to termination).

VERBAL COUNSELING

Employee will be verbally counseled; the meeting will be documented and placed in Associate’s employee file.

WRITTEN WARNING

After the initial verbal warning, further disciplinary action will consist of a written warning, the meeting will be fully documented and a hard copy will be placed in the Associate’s file.

SECOND WRITTEN WARNING

If there is no improvement in employee conduct or performance, the employee will receive a second written warning.

END OF ASSIGNMENT

If the Associate has shown little or no effort to improve performance or conduct, Source One Staffing reserves the right to end her/his assignment.

Grounds for Immediate Dismissal

The following is a list of some, but not all, conditions that qualify as grounds for immediate dismissal and are exempt from normal disciplinary procedure. Omission of any type of misconduct does not indicate company approval:

- Stealing from the company or from other employees
- Possession or use of drugs
- Distribution or selling of illegal drugs
- Blatant negligence that results in the damage to or loss of machinery or equipment
- Falsifying company records
- Violation of confidentiality agreements
- Misappropriation of Client's assets
- Making threatening remarks to other employees or managers
- Causing, creating or participating in a disruption of any kind during working hours on Company property
- Insubordination, including but not limited to failure or refusal to obey orders or instructions of your manager or other members of management, or any co-worker.
- Engaging in activities that represent a clear case of conflict of interest
- Lying about credentials
- Inappropriate appearance or grooming
- Violation of criminal laws
- Leaving a work area or job assignment during work hours without proper authorization
- In violation of any Client safety policy.

Dress Code

Effective immediately the following dress code will be enforced:

- NO bandanas, "Doo" rags, beanies, or other hats
- NO baggy clothing or oversized jackets or sweatshirts
- NO sweatpants, NO shorts
- NO profanity or offensive images on clothing
- NO jewelry (no chains, no necklaces, no earrings, no nose rings, no facial piercing, no bracelets)
- NO open toed shoes, NO canvas shoes and NO cloth mesh shoes

Acceptable Dress Code

- Jeans or khakis and a clean T-shirt

- Shirts must be tucked in at all times
- Steel-toe boots, safety and tennis shoes preferred or other comfortable shoes which meet our dress code are acceptable
- Baseball caps must be worn properly (face forward)
- When appropriate, wear and fasten your back belt at all times

Dress Code –Warehouse Environment

- Layer for warmth

Look like a professional and you will likely be treated more like a professional and taken seriously.

If you are found in violation of the Dress Code Policy, you will be asked to clock-out and will be sent home without pay. Your assignment may also be ended at this time.

If you have any questions regarding this Dress Code Policy, please ask your Source One Staffing Representative before you report to your next shift.



Employee Handbook Acknowledgement Form

I acknowledge that I have received a copy of Source One Staffing Employee Handbook. I acknowledge that I have read this Handbook and that I am expected to fully understand, be familiar, and comply with the contents. I further understand and acknowledge:

- 1) The Company reserves the right to revise, supplement, add, modify, amend, rescind or terminate any policy, procedure, or employee benefit program, or a portion thereof at any time;
- 2) Should the Handbook be updated, I will be responsible for reading, filing and complying with the updates;
- 3) This Handbook is not a contract of employment between me and the Company and that all aspects of my employment with the Company are “at-will”;
- 4) That no representations have been made to me concerning the length of my employment or limitations on termination, and there are no other agreements or understandings concerning my employment;

Associate Signature

Associate Name (Type or Print)

Date

The original of this Acknowledgment Form is to be signed and returned to the Source One Staffing Branch and will be included in your personnel file. Please don't hesitate to ask your Source One Staffing Representative or the Corporate Human Resource Manager to explain any of the policies so that you fully understand them before signing.