



# Field Employee Handbook



## **A Message from the Chief Executive Officer**

### **Welcome to Snelling!**

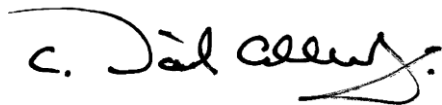
Congratulations! You are now a member of the Snelling team. Companies all over America rely on us to deliver extraordinary performance.

We are committed to ensure that our customers receive the highest quality service at all times. Our exceptional team makes Snelling different from other staffing providers. You have a vital role to play in maintaining our standards.

You represent us every time you are on assignment. Your professionalism, job performance, attitude and appearance help to ensure that clients will continue to call upon us to solve their staffing challenges. We have outlined in this handbook our expectations of you, as our employee.

Please review them carefully and feel free to ask any questions. These principles should help us to maintain a positive and mutually beneficial working relationship.

On behalf of Snelling, I welcome you to an exciting, enjoyable and successful career.

A handwritten signature in black ink, appearing to read "c. David Allen, Jr." with a stylized flourish at the end.

David Allen, Jr.  
Chief Executive Officer

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## ABOUT THIS HANDBOOK

It is our belief that a well-informed field employee makes the best employee. This handbook supersedes all previous employee handbooks or manuals and all management memos that may have been issued in the past on the subjects covered. It will answer many of your questions and provide a continuing source of reference for you. Please read this handbook carefully and keep it handy for future reference. One of your responsibilities is to become familiar and comply at all times with its contents. Your Snelling representative will be glad to answer any questions you may have about this handbook.

At the same time, it is important for you to understand that the information contained in this Field Employee Handbook is presented as a matter of general information only. This handbook is not a contract, and its contents should not be interpreted as a contract between Snelling Employment, LLC (“Snelling” or the “Company”) and you.

The handbook is not all-inclusive and should be used as a guide only, violation of any of the rules or policies in this handbook may result in disciplinary action, up to and including termination, depending on the circumstances. There is no requirement that an employee be warned or suspended before being terminated.

In order to make sure that the intent of this handbook is understood, all field employees will be required to sign a statement acknowledging they have read, understand and have received a copy of the handbook. The purpose of these written policies is to increase the understanding between Snelling and its employees and help assure uniformity throughout the Company. If you need assistance in order to understand any of the provisions of this handbook, please contact your Staffing Manager.

## **OUR VISION STATEMENT**

**Transform Snelling Staffing Services into the premiere performance organization that establishes staffing industry standards in Human Capital Management, Employee Compliance, Human Resource Expertise and Performance Improvement.**

## **OUR MISSION STATEMENT**

**We are the strategic partner you trust  
to connect the right people with the right work  
by leveraging our expertise to measurably  
improve your return on Human Capital Investments**

### **We are the strategic partner you trust...**

We provide innovative solutions designed to meet your critical business objectives that foster creativity and continuous improvement.

### **To connect the right people with the right work...**

We set the industry standards by employing staffing experts who uniquely evaluate and deploy the best skilled resources to achieve the outcome you need.

### **By leveraging our expertise to measurably...**

We integrate a proven operating system with 60 years of experience to ensure measurably successful and rewarding outcomes for our employees and our clients.

### **Improve your return on Human Capital Investment...**

We provide engaged employees who are motivated to profitably impact your bottom line.

## **OUR VALUES**

### **Exemplary Service**

Deliver exemplary service to internal and external customers

### **Accountability**

Hold everyone accountable

### **Achievement**

We all achieve together

### **Integrity**

We practice integrity beyond reproach

### **Trust & Respect**

We operate from a platform of trust & respect

## ***OVERVIEW OF EMPLOYMENT PRACTICES***

### **EMPLOYMENT AT WILL**

This handbook acknowledges that there exists no express or implied employment contract between employees and the Company, that the employment relationship with the Company is “at will,” and that the Company and the employee have the right to terminate the employment relationship at any time, with or without notice or reason and without following any particular procedures. Additionally, employment with the Company is for an indefinite duration, and an employee is not employed for any specific period of time. Snelling enters into contracts with clients to provide staffing services (“Client Company”). Nothing in your employment relationship with the Company creates any contract, employment, or other relationship with a Company Client.

### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

Equal employment opportunity has been and will continue to be a fundamental principle at Snelling, where equal employment opportunities are provided to all employees and job applicants, without regard to race, color, creed, religion, gender, age, national origin, marital status, disability or any other protected characteristic as established by law.

### **AMERICANS WITH DISABILITIES ACT AS AMENDED BY THE ADA AMENDMENTS ACT POLICY**

We are committed to complying with all applicable provisions of the Americans With Disabilities Act ("ADA") as amended by the ADA Amendments Act (“ADAAA”). We do not discriminate against any qualified employee or applicant with regard to any terms or conditions of employment because of such individual's disability or perceived disability so long as the employee can perform the essential functions of the job. We will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADAAA, who has made us aware of his or her disability, provided that such accommodation does not constitute an undue hardship on the Company or our Client Company.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact their Staffing Manager or the Human Resources Department of Snelling at (800-411-6401). We encourage individuals with disabilities to come forward and request reasonable accommodation if an accommodation is needed to perform the assigned job duties. On receipt of an accommodation request, a member of the Human Resources Department and the employee’s supervisor will meet with the employee to discuss and identify the precise limitations resulting from the disability and the potential accommodation that might be made to help overcome those limitations.

We will work with the Client Company to determine the feasibility of the requested accommodation considering various factors including, but not limited to: the nature and cost of the accommodation, the availability of tax credits and deductions, outside funding, the financial resources needed, and the accommodation's impact on the operation of the Client company, including its impact on the ability of other employees to perform their duties and on the Client's ability to conduct its business.

We will inform the employee of the decision on the accommodation request or on how it will make the accommodation as soon as feasible. The ADAAA does not require us to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items (i.e., eyeglasses, hearing aids, wheelchairs etc). An employee or job applicant who has questions regarding this policy or believes that he or she has been discriminated against based on a disability should notify the Human Resources Department. All such inquiries or complaints will be treated as confidential to the extent permissible by law.

### **NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY**

It is our policy to promote a productive work environment free of harassment. To ensure this, we expressly prohibit harassment based on race, color, creed, religion, gender, age, national origin, marital status, disability or any other protected characteristic as established by law. The following will not be tolerated and may lead to disciplinary action, up to and including termination:

- Verbal or physical harassment of any kind.
- Sexual harassment of any kind.
- Intimidating or offensive acts of any kind.
- Creating a threatening or hostile work environment.
- Unwanted or unwelcomed harassment of any kind.

If an employee feels he or she has been or is being subjected to a demeaning work environment or is being harassed for sexual or other reasons, or is aware of such conduct in the workplace, he or she should immediately do one of the following so corrective action can be taken:

- If you feel comfortable doing so, advise the person(s) doing the harassing that their behavior is offensive to you. Ask them to refrain from whatever they are doing or saying.
- If the harassment continues, or if you are uncomfortable approaching the person doing the harassing, take up the matter with the immediate Client Company supervisor and with your Staffing Manager.
- If the immediate supervisor is part of the problem, or is aware of the problem and has not taken corrective action, then you should direct your complaint to your Staffing Manager, General Manager or the Human Resources Department at (800-368-5138).



## **OPEN DOOR POLICY**

We are excited to have you as an employee and look forward to a mutually beneficial relationship that will meet or exceed your personal expectations. We want to emphasize that, as your employer, we will attempt to help further your career growth, no matter what job function you have. It is important to us that you are happy and your career needs are being met.

Communication is a two-way street. We expect you to communicate with us when you have questions, comments or concerns. Likewise, you may expect the same from us. By doing so, we will be able to proactively avoid problems that otherwise may occur during your employment with us.

## **DISPUTE RESOLUTION POLICY**

The Company's Dispute Resolution Policy applies to all employees and requires mediation and/or final and binding arbitration as the exclusive remedy to resolve claims of wrongful discharge. All disputes, claims or controversies that may arise regarding an employee's termination from employment are subject to the Company's Dispute Resolution Policy, including but not limited to, claims that an employee was discharged because of his or her race, color, creed, religion, gender (including sexual harassment), age, national origin, disability, protected characteristic, or violation of any local, state or federal law or breach of an employment agreement.

Mediation and arbitration are commonly used and accepted techniques for resolving termination disputes in a swift, cost-effective manner. Mediation is an informal and non-binding settlement process conducted by an experienced and neutral third party. Arbitration is a more formal process that results in a final and binding decision by an arbitrator. The mediators and arbitrators are independent, experienced and sworn to impartiality.

To invoke the Dispute Resolution Policy, an employee must provide a written notice **within 180 days of learning of the termination decision** to the Director of Human Resources located at 4055 Valley View Lane, Suite 700, Dallas, TX 75244. The written notice is required by providing a formal letter and it should generally describe the factual basis for the claim. If the dispute is not resolved informally or through mediation, it will then proceed to final and binding arbitration before a neutral arbitrator selected by the parties.

To prepare for the hearing the parties will exchange relevant documents and may engage in other forms of discovery. The hearing will be promptly scheduled and fairly conducted. After hearing all of the evidence, the arbitrator will make a final and binding decision which may be enforced in court.

## **SOLICITATION POLICY**

It is the policy of the company to prohibit solicitation, distribution and trespassing on its premises or that of Client Companies. Solicitation and/or distribution of material by an employee to another employee is prohibited while either employee doing the soliciting or distributing or the one being solicited or distributed to is on working time. In addition, such activities shall be prohibited at all times in either the Snelling office or the Client Company's working location.

## ***ASSIGNMENT INFORMATION & POLICIES***

### **YOUR JOB ASSIGNMENT:**

You will be offered assignments based on your skills, experience and availability. Usually you will know about assignments a day or two in advance, however, some opportunities start right away. When you accept an assignment you should record important information related to the assignment, so you will be prepared for a good start.

### **ASSIGNMENT INFORMATION:**

Record the assignment information provided to you by your Snelling Staffing Manager. The assignment information is for your reference only with the exception of state specific Wage Notices. Be sure to take the following information with you on assignment the first day:

- Company Name
- Address
- Directions
- Start Date
- Work Hours
- Dress Code
- To Whom You Are Supposed to Report
- Parking
- Lunch/Breaks
- Expected Length of Assignment
- Pay Rate
- Skill Classification
- Other: State Specific Wage Notices required in NY, SC, IL, CA

## **CONTACT PROCEDURES:**

You have the flexibility to accept or decline any assignments for which you are selected. You are expected to complete all assignments you accept. If you are unable to report to work or complete an assignment for any reason, such as illness, emergency, etc., notify us immediately, not the Client Company, in order for us to obtain a replacement. If you do not promptly notify a Snelling representative of your inability to complete an assignment or report to work within two hours of the shift end time or start time, we will considerate such failure a voluntary resignation.

When your assignment with a Client ends, contact us within 24 hours by phone or in person between 8:00 am and 5:00 pm to make yourself available for another assignment. You must speak directly to a proper representative of Snelling, leaving a “general message” by telephone is not acceptable. If you fail to make such contact, you will be considered to have left work voluntarily without cause and unemployment benefits may be denied.

As your employer, Snelling is committed to keeping you working on assignments with our Client Companies for as long as you choose to continue working as a field employee. Completing an assignment with one of our Client Companies does not mean the end of your relationship with Snelling. As long as you remain eligible for re-assignment, and unless you advise us that you no longer want to be considered for assignments, we will continue our efforts to find rewarding work for you.

## **STANDARDS OF CONDUCT:**

We have established workplace standards of performance and conduct as a means of maintaining a productive and cohesive working environment.

- Arrive on time every day to show your professionalism and commitment to quality performance.
- Dress appropriately for the assignment. Your Staffing Manager will outline the client’s dress code and other important rules concerning smoking, breaks and more.
- Direct all incoming personal calls to our office and we will pass messages on to you. Personal cell phones and client phones should not be used to make or receive personal calls while on assignment.
- If you desire a full-time position or are offered one while on assignment, let us know immediately. The Client Company has agreed to pay Snelling a fee for hiring you, so you cannot agree to be hired directly by the Client Company without going through Snelling.

## **DRESS CODE:**

As a representative of a respected leader in the industry, you are expected to maintain a professional demeanor appropriate to the work situation. This professionalism is reflected, in part, by the clothes you wear, the care you take with personal grooming, and the way you behave. Employees of Snelling are expected to dress appropriately for the assignment, follow the Client Company's dress code and wear required safety equipment and badges at all times. Employees should not wear open-toe shoes, high heels or loose jewelry. If you have questions about what constitutes appropriate dress for an assignment, please ask your Staffing Manger.

## **MEAL PERIODS:**

You may be provided a duty-free unpaid meal period depending on the length of your daily shift. For state specific information related to meal periods, please see the state addendums attached. You are required to accurately record your meal period as part of your daily time record. Failure to do so may lead to disciplinary action.

## **ASSIGNMENT DISCIPLINARY ACTION:**

Any conduct by an employee that materially affects the Client Company or Snelling is subject to disciplinary action. The following are examples that may be grounds for disciplinary action, up to and including termination:

- Accepting an assignment and not reporting to work or not notifying us within the required timeframe.
- Unauthorized possession, use, or removal of property belonging to us or any of our Client Companies.
- Failure to comply with all safety rules and regulations, including the failure to wear safety equipment when instructed.
- Reporting to work under the influence of alcohol, illegal drugs, or in possession of either item on Company premises or work sites of Client Companies.
- Failure to take a drug test as required by Snelling's Drug-Free Workplace Policy.
- Unacceptable behavior, such as lewdness, careless actions endangering persons or property, possession of weapons or explosives, or provoking, instigating, or participating in a fight.
- Failure to call us when an assignment ends.
- Violation of the Non-Discrimination and Anti-Harassment Policy.
- Insubordination; for example, refusal to carry out your supervisor's reasonable work request.
- Falsifying records, including but not limited to the IDF/application, time records, claims pertaining to injuries occurring on Company premises or work sites of Client Companies, or personnel records.
- Disclosing confidential information without authorization.
- Disregard for established policies and procedures.
- Excessive cancellations or tardiness.
- Discourtesy to employees of the Company or Client Companies.

## **GENERAL SAFETY RULES**

- Know your job duties and the safety procedures. If unsure, ask your on-site supervisor.
- Report to work in fit condition, ready to perform your job.
- Locate all emergency exits upon arrival at assignment.
- Report unsafe conditions immediately to both your on-site supervisor and Snelling Staffing Manager.
- Immediately report all accidents or incidents that may lead to a worker's compensation claim to both your on-site supervisor and Snelling Staffing Manager, no matter how small, and call Snelling's Safety Hotline – 800-380-7475.
- No horseplay. Keep your mind and attention on what you are doing.
- Don't drink alcohol or illegally use drugs prior to or while working.
- The Client Company will provide site-specific information such as Hazardous Communication, Lock Out/Tag Out, Emergency Evacuation, location of Material Safety Data Sheets (MSDS) and other safe work practices as they apply to your assignment.
- The Client Company is responsible for training you on your specific job tasks. If you don't know how to perform your task, ask the Client Company supervisor for further instructions.

## ***COMPENSATION***

### **PAYMENT OF WAGES:**

You are paid for the hours you actually work on assignment. The pay rate is determined before you begin the assignment and can vary from one assignment to the next. Payment of all overtime hours worked, if applicable, shall be in compliance with State and Federal Laws. We regularly review your performance and pay status. We take care of all state and federally required payroll deductions and unemployment insurance. We also match Social Security contributions and provide Workers' Compensation insurance.

### **PAYDAYS:**

Each Friday or at the end of each assignment, both you and the Client Company supervisor must either sign the Time Sheet or approve electronically. You cannot be paid without a signed and approved Time Sheet – **there are no exceptions**. Check with your Snelling Staffing Manager for payroll procedures.

**TIME KEEPING:**

Use the designated Time Sheet for every assignment you work or use Snelling’s electronic timekeeping system if available. The Time Sheet must be submitted to your Snelling Staffing Manager after an assignment ends or each Friday. For a continuing assignment, use a new Time Sheet each week. Fill in all information using a ballpoint pen or complete the Time Sheet electronically.

Failure to do so may result in being paid at least one week later than you normally would.

**Important:** Always clear any overtime in advance with your Snelling Staffing Manager.



**A** \_\_\_\_\_  
**Employee Name (First / Middle Initial / Last)**

\_\_\_\_\_  
**Client Name**

\_\_\_\_\_  
**Street Address**

\_\_\_\_\_  
**City**                      **State**                      **Zip**

\_\_\_\_\_  
**5 Digit Office ID**

\_\_\_\_\_  
**Work Weekending Date Format MM/DD/YYYY**

**B** \_\_\_\_\_  
**First Five (5) Digits of SSN**

\_\_\_\_\_  
**Snelling Office/ Phone, Fax**

\_\_\_\_\_  
**Street Address**

\_\_\_\_\_  
**City**                      **State**                      **Zip**

\_\_\_\_\_  
**Assignment Continuing?**  
 **yes**                       **no**

\_\_\_\_\_  
**Assignment ID**

In order for the field employee to be paid for total weekly hours shown, this time sheet must be completed and signed both by the field employee and by an authorized representative of the Client company who can verify the days and hours worked.

**C** **Note: Date & Days will complete based on week ending date entered above. Format time as hh:mm PM/AM**

Date	Saturday		Sunday		Monday		Tuesday		Wednesday		Thursday		Friday	
	Time In	Total	Time In	Total	Time In	Total	Time In	Total	Time In	Total	Time In	Total	Time In	Total
<b>D</b>	8:00 AM		12:00 PM											
<b>E</b>	<b>Break</b>													
	1:00 AM		5:00 AM											
<b>F</b>														<b>Total Weekly Hours</b>
<b>E</b>	<b>ily Totals</b>													

**EMPLOYEE STATEMENT:** I acknowledge that I am an employee of Snelling Employment, LLC, and I am not an employee of the client company. I acknowledge that the end of this assignment is not a termination of my employment with Snelling. When this assignment ends, I agree to contact Snelling immediately for further assignments, and I understand that if I fail to contact Snelling, I may be considered to have left work voluntarily without cause and unemployment benefits may be denied. I further agree that I will not accept any employment duties with the client or service the client (including any a interest) through another person or agency for a period of 90 days after this assignment ends without Snelling's written consent. I hereby certify that I have indicated on this assignment and the days and hours I have indicated are true and correct. I certify that I have been provided all breaks as required by law.

**CLIENT STATEMENT:** I hereby certify the hours I have indicated below are accurate and that Snelling's field employee is entitled to be paid accordingly. If there is a difference between total hours indicated for each hour and total hours indicated by day, the hours by day shall be controlling. I acknowledge and agree that these services were performed in accordance with the terms and conditions set forth in this time sheet. I hereby acknowledge the Snelling of this time sheet at all constitutes my electronic signature. I certify that the employee was given all breaks required by law.

- A. Name and Address – Fill out the upper left-hand portion of the Time Sheet completely, with your name, the client’s name, address, and supervisor.
- B. Social Security Number – Be sure to fill in the first five digits of your Social Security number.
- C. Time Grid – Fill in correct dates and times worked in the Time Sheet table.
- D. Rounding – Round all times to the closest quarter hour. Example:  
 if you come in at 8:07, please round your time down to 8:00 or if you come in at 8:08, you must round up to 8:15.
- E. Total Weekly Hours – Add all times in the total weekly hour’s column, including any overtime.
- F. Signatures – You must sign the Time Sheet at the bottom left side where it says “Employee Statement.” Your client company supervisor must sign on the bottom left side where it says “Client Statement.” Return the signed Time Sheet to your local Snelling office.

## **TAXATION OF ASSIGNMENTS:**

### **Assignments in a Different State:**

In the event that you are offered and accept an assignment that is subject to a state or local withholding tax based on the client worksite, you could be subject to the taxes of that state or locality. In addition, you may be required to file a personal tax return for the state of the work assignment.

### **An assignment in Multiple States/Localities:**

If an assignment or assignments place you in multiple states or localities, you could be subject to both withholding from your state/locality of residence and each state/locality where you perform services, depending on state/local regulations. In addition, you may be required to file multiple personal state or local tax returns for the states and localities in which you worked.

## **PAY DEDUCTIONS:**

The law requires that Snelling make certain deductions from every employee's paycheck. Among these are applicable federal, state, local income taxes and social security taxes.

All employees should understand that Snelling may deduct money from an employee's paycheck from time to time. Reasons for these deductions may include, but are not limited to:

- Any legal documentation from a court for a mandated garnishment (i.e., IRS Levy, Child Support, or other court ordered payments).
- Any contributions made into a retirement plan sponsored, controlled or managed by Snelling.
- If an overpayment of wages for any reason, repayment of such overpayments to Snelling.
- The cost of repairing or replacing any Client Company supplies, materials, equipment, money or other property that may be damaged by the employee (other than normal wear and tear), lost, failure to return or take without appropriate authorization from Snelling's Client Company during your employment with Snelling.

If an employee has a question concerning why deductions were made from their paycheck or how they were calculated, please contact your Staffing Manager who can assist in answering your questions.

## ***BENEFITS***

### **HEALTH INSURANCE:**

Medical, Dental and Vision insurance options are available through Cigna Starbridge. Ask your Staffing Manager for details about the health insurance plans available to you.

### **HOLIDAY PAY:**

Please see your Staffing Manager for a list of approved holidays and the total number of regular hours that you must have worked during the preceding 26-week period. To qualify for holiday pay you must satisfy the following:

- You must work the scheduled day before the holiday, the day after and the holiday (if asked to do so).
- If you are required to work during the holiday and you satisfy eligibility requirements, we will add eight hours of regular pay to your compensation for the actual time worked.

**Note:** The list of approved holidays and the total number of required hours worked to qualify for holiday pay can be different depending upon the Snelling office you are working for.

### **401(K) PLAN:**

We offer a voluntary 401(K) retirement plan for Snelling Employment, LLC employees. This plan allows you to contribute up to 50% of your earnings on a pre-tax, deferred basis (not to exceed the annual IRS limit). To be eligible to enroll, you must be at least 21 years of age and have completed one month of service. You may enroll in the plan the first of the month following 30 days of service. For additional details, please see your Staffing Manager for the 401(k) Plan Highlights.

**Note:** All benefits are subject to being amended, modified, discontinued or replaced at any time with or without notice.

### **FAMILY AND MEDICAL LEAVE OF ABSENCE POLICY**

To be eligible for an FMLA leave, an employee must have worked for the Company (a) at least 12 months, ( b) for at least 1,250 hours during the 12-month period preceding the start of the leave,( c) be employed at a worksite where 50 or more employees are employed within a 75 mile radius. Field employees who satisfy these criteria will be eligible for an FMLA leave.



## **FAMILY AND MEDICAL LEAVE OF ABSENCE POLICY (Continued)**

Employees who qualify will be allowed up to 12 weeks of unpaid leave during a rolling 12-month period when any of the following circumstances arise:

- Birth of an employee's child;
- Placement of a child with an employee for adoption or foster care;
- Employee is needed to care for a child, spouse, or parent who has a serious health condition; or
- Employee is unable to perform the functions of his/her position due to a serious health condition.
- During a qualifying exigency leave for families of members of the National Guard and Reserves when the covered military member is on active duty or called to active duty in support of a contingency operation.

## **MILITARY LEAVE OF ABSENCE**

Employees who qualify will be allowed up to 26 weeks of unpaid leave during a rolling 12-month period when the following circumstance arises:

- When the employee is needed to care for a spouse, son, daughter, parent or next of kin covered service member, (also known as military caregiver leave or covered service member leave) with a serious illness or injury incurred in the line of duty-on active duty. Next of kin is defined as the closest blood relative of the injured or recovering service member.
- FMLA leave already taken for other FMLA circumstances listed above will be deducted from the total of 26 weeks available.

Should the need for an FMLA leave arise, please contact your Snelling Staffing Manager. Complete copies of our Policies & Procedures are available at any time for review by contacting your Staffing Manager or the Corporate Human Resources Department.

## **HEALTH AND SAFETY**

### **SAFETY OVERVIEW**

We are committed to ensuring that our employees work in a safe environment. We review this subject with every client before an employee is put on an assignment. If you have any concerns regarding safety at your assignment, call your Snelling Staffing Manager immediately. Be assured that we will address your concerns with our Client Companies.

We expect you to comply with all safety regulations and safety rules at your assignment site, in addition to complying with Snelling's general safety rules. Safety-rule violations will be treated very seriously and you could be subject to disciplinary action up to and including termination of employment.

Snelling has identified important safety policies so you will be familiar with our requirements.

- Do not operate any machinery or equipment without having written permission from us.
- Do not perform any task unless you are trained to do so and are aware of the hazards associated with that task.
- Follow **ALL** safety rules regarding the operation of the equipment and obtain instructions before operating the equipment. Additionally, never remove any safety devices from equipment.
- Do not use your own or a Client Company vehicle while on assignment without having written permission from us.
- Report all unsafe or hazardous conditions to us immediately. Never feel your assignment will be jeopardized due to reporting unsafe or hazardous conditions.
- Remember to lift correctly, by bending your knees, hold all objects close to your body and lift with legs. When lifting or pushing objects greater than 40 pounds ask for help.
- Do not twist your body when moving an object; turn your whole body instead.
- Do not accept duties that require the regular handling of money or other valuables without our written permission.
- Your Staffing Manager has provided you with detailed descriptions of your expected job duties. If you are asked to perform duties other than described, contact your Snelling Staffing Manager immediately.

### **REPORTING WORK-RELATED INJURIES**

As our field employee, you will be covered for on the job injuries by our Workers' Compensation insurance. Please make sure you understand how the reporting process works. Immediately report all injuries to your on-site supervisor and your Snelling Staffing Manager. Your Snelling Staffing Manager will assist you in contacting MEDCOR ON LINE (MOL) nurse services. The MOL nurses will help evaluate your injury. In cases where your Snelling Staffing Manager is not available, the onsite supervisor will assist you, or you can call MOL directly at (800) 775-5866. In a medical emergency you will receive medical attention first and your Snelling Staffing Manager will report your injury to our insurance carrier. Any injury, no matter how small they seem, should be reported immediately.

If you are injured while performing your job-related duties, it is vital that you perform ALL of the following steps:

1. Obtain first aid if necessary. The onsite supervisor can assist with options for transportation to the nearest appropriate medical facility, if needed.
2. Report your injury immediately to your on-site supervisor and your Snelling Staffing Manager, and under no circumstances later than the end of the shift on which you suffered the injury.

3. Your Snelling Staffing Manager will assist you in contacting MEDCOR ON LINE to evaluate your injury and to document how your injury occurred. You will also be required to complete the Accident Investigation Form.
4. You are required to obtain a drug test within 24 hours (8 hours in GA) of the incident.

A completed Employer's First Report of Injury will be sent to our Workers' Compensation carrier. Once the Workers' Compensation carrier has received notice of your injury, you will be contacted regarding your continued medical treatment. If your injury is determined to be compensable, Workers' Compensation will pay for needed medical treatments and may partially offset lost wages for your period of recovery.

Our top concern is your safety and health. We want you to recover and return to work as soon as possible. Keep in touch with your Snelling Staffing Manager, and let us know what we can do to hasten your recovery. If you do not receive a full release from the doctor, you may be able to return to work on a light-duty basis, or to do other work from which you would not be restricted, if available.

Snelling has identified and/or established a medical network that is available for work related injuries. You will be informed of the requirements for the medical network and a list of those providers is available from the local office during normal business hours. Additionally, you may call 800-380-7475 anytime (24 hours/7 days per week including holidays) to be directed to treatment facilities of the medical network in your local area.

If you are a "professional" (such as a health-care professional, engineer, CPA, etc.), remember that you are required to carry your own professional liability insurance with a certificate naming us as additional insured.

## **SAFETY RULES:**

### **GENERAL OFFICE(S):**

Although offices are relatively safe workplaces, accidents do occur, usually in two main categories: Slip/Trip/Falls and Lifting.

- Wear safe shoes to work: low heels and closed toes.
- Keep floor areas around your work station free of boxes, extension cords, loose rugs, spilled liquids or other slip or trip hazards.
- Keep desk and file drawers closed when not in use.
- Always walk, don't run. Use handrails on stairs or ramps.
- Never climb on top of desks, chairs or shelves. Use a proper step ladder or ask for assistance.
- Avoid lifting loads over 40 lbs. in weight. If lifting is required, use the safe lifting procedure – straight back, bent knees and firm grip. Lift with your legs.

- Never try to move heavy office furniture unless it is part of your assignment. Get help for heavy furniture.
- Avoid bending at the waist or excessive twisting of the back – turn your feet in the direction you want to go and use the safe lifting procedure.
- Know the location of first-aid kits and fire extinguishers.
- Know how to report fires, accidents or other emergencies.

## **LIGHT INDUSTRIAL ASSIGNMENTS**

Industrial and construction assignments frequently require the use of personal safety equipment. When these conditions exist at your job assignment, you will be informed of the type of equipment required and how to use and care for it. The on-site client supervisor will provide the equipment. It is your responsibility to use it as instructed without exception. Failure to wear required safety equipment may result in termination of employment.

Examples of safety equipment you may be required to wear are as follows:

- Hard hats – protection from overhead hazards.
- Safety Glasses/Goggles – protection from airborne particles, sparks, and some splashes.
- Safety Shoes (to be provided by employee) – protection from objects falling on feet and sharp objects penetrating shoe soles.
- Hearing protection – protection from high level noise exposure.
- Gloves – depending on type of glove, protection from harmful liquids, heat or surface contact hazards.
- Boots and Aprons – protection from wet environments.
  
- Dust Masks – Snelling employees are not permitted to perform tasks which require respirators. Dust masks or particle masks are permissible and recommended only for nuisance dust exposures.
- Welding Hoods – only ANSI approved welding hoods that meet eye tint requirements will be accepted.

### **Mobile Powered Equipment**

- **Do** notify your Snelling office **immediately** if you are directed by the Client Company to operate any forklift or other mobile powered machinery or to drive any vehicle without the prior approval of your Snelling representative.
- You must pass the Client Company's equipment operator certification testing program before approval will be given by a Snelling manager to operate any mobile powered equipment.
- **Do not** operate any forklift devices, pallet jacks, tractors, construction equipment, or mobile powered machinery unless you have prior approval from your Snelling manager.
- **Do not** drive any vehicle unless you have prior approval from your Snelling Manager.

## Tools

- **Always** use the correct tool for the task.
- **Always** make sure there are no signs of physical damage to hand held electrical equipment. Always check to see that the cord is not damaged and the plug has no exposed wiring or missing prongs.
- **Always** wear safety glasses or goggles when using any pressurized air system.
- **Never** use damaged tools.
- **Never** attempt to use any tools that you are unfamiliar with until you have received instruction and authorization.

## WORKING FROM ELEVATIONS AND IN EXCAVATIONS

**Always** contact your Snelling office immediately if you are asked to work from a ladder, cherry picker, scaffold or roof. Also, if you are directed to work in or near a trench, ditch or other excavation, contact the Snelling office immediately.

- Snelling employees are **never** permitted to work in or near any trench, ditch or other **excavation** that is more than 4 feet deep.
- Snelling employees are **never** permitted to work on a roof or scaffold.
- You **must** have the approval of your Snelling representative before you use any type of ladder.
- Snelling employees are not allowed to work from elevated areas unless that area is protected by full perimeter protection such as walls or complete guardrails.

You **will not** do any of the following work. If you are asked or directed to do so, contact your Snelling representative immediately.

- **Asbestos** – never remove or handle any type of asbestos-containing material.
- **Confined Space Entry** – never enter into any vessel, tank, pit, tunnel, tower, crawl-space, oven or any other enclosed space.
- **Electricity** – never work on or near exposed energized electrical wiring or components.
- **Hazardous wastes** – never handle or work near hazardous waste material.
- **Respirators** – never work in an area that requires the use of a respirator.
- **Sand blasting.**
- **Spray painting** and spray coating operations.
- **Traffic** – never work on or near roadways carrying auto, truck and other traffic.
- **Unjamming or maintenance of industrial machinery** – never put any part of your body into a machine for any purpose including servicing, repair or unjamming.
- **Water** – never work on or near rivers, lakes, ponds, canals or the ocean.

## **WORKING WITH MACHINERY & EQUIPMENT:**

- **Always** notify your Snelling office immediately if you believe the machinery or equipment you are asked to operate is unsafe.
- **Always** wear required personal protective equipment.
- **Never** operate any equipment or machinery until you have received specific instructions on safe operating procedures, safety devices and equipment guards from your on-site supervisor.
- **Never** attempt to tamper with or bypass any machine safety device or guard.
- **Never** operate any machinery that has broken or defective safety devices or guards. Notify your on-site Client Company supervisor immediately if such a condition exists.
- **Never** assume the power is turned off to any piece of equipment. Your on-site Client Company supervisor will inform you of your restrictions as an affected employee under the customer's Lockout/Tagout Program.
- **Never** place any part of your body into the point of operation of any machine.
- **Never** attempt to perform maintenance or service on any of the Client Company's equipment.
- **Never** wear loose clothing, rings, or jewelry or allow hair to dangle when operating machinery.

## **WORK THAT REQUIRES LIFTING AND CARRYING:**

- **Do** use approved lifting techniques: face the load, make sure your feet are on level firm ground, bend your knees, grasp the load securely and raise the load keeping your back as straight as possible.
- **Do** use the leg muscles to lift the load, never the back.
- **Do** warm up stretches before lifting, especially after any period of inactivity. Many back injuries can be prevented this way.
- **Do not** lift while your body is twisted, especially the lower back.
- **Do not** block your vision with the load, especially while moving.
- **Do not** lift more than 40 pounds unassisted.

## **AWARENESS OF HAZARDOUS SUBSTANCES:**

Hazardous substances come in many forms. They can be flammable gases or liquids, caustics, pressurized gases, fuels, fumes, etc. Your on-site Client Company supervisor will provide information to you about any hazardous substances in your work area. All of this information will be contained in the Client Company's Hazard Communication Program. The Hazard Communication Program will address:

- How to detect the presence or release of chemicals.
- Health and physical hazards associated with the chemicals.
- Methods to protect yourself from exposure.
- How to use the customer's container labeling program as well as the Material Safety Data Sheets (MSDS) for hazardous substances.
- Remember that you have the right to read the MSDS for the materials in your area. This information sheet will provide physical property information as well as precautionary health and safe handling information.

If you are not provided this information before you start work, notify your Snelling office immediately.

### **FREE DRUG AND SUBSTANCE ABUSE WORKPLACE:**

Snelling believes that maintaining a workplace that is free from the effects of drug and alcohol abuse is the responsibility of all persons involved in our business, including our employees and Client Companies. Under no circumstance will alcohol, illegal drugs, or controlled substances be permitted on the job. If you are taking a prescription drug with a side effect that could impair your ability to perform the essential functions of your job, or endanger your own safety or the safety of others, you should notify your Staffing Manager or HR immediately. A violation of this policy will result in disciplinary action up to and including immediate termination.

### **DRUG TESTING:**

Consistent with the law, drug and alcohol screening tests will be required after any job-related incident, accident or occurrence that may lead to a worker's compensation claim; upon reasonable suspicion of alcohol or drug use in violation of our policy; when Snelling or a Client Company requires pre-assignment drug testing; or upon any other circumstances that warrant a test. Further, when an employee is suspected of keeping drugs or alcohol in his or her carrying device (i.e., purse, backpack or other such device), locker or desk, we may ask the employee to open the carrying device, locker or desk. If the employee is unavailable, we may search the contents of the carrying device, locker or desk. If the employee refuses, the employee may be terminated from his/her position.

### **WORKPLACE VIOLENCE**

The personal safety of Snelling employees, Client Companies and visitors are of utmost importance. Neither threats nor acts of violence will be tolerated under any circumstances. Therefore, it is Snelling's intent to act upon, assess and resolve all threats and incidents of violence at the workplace. Should you have any concerns regarding your assignment please contact your Staffing Manager to discuss the concerns.

## **VIOLATIONS OF POLICIES IN THIS HANDBOOK**

If any employee has violated any policy in this Field Employee Handbook, appropriate disciplinary actions may be taken, up to and including termination of employment.

# Receipt of Employee Handbook

We stress the need to read and understand all the components of this handbook. Before signing, if there are any areas you do not understand; please have your Staffing Manager explain them to you.

## **Acknowledgment**

By signing below, I acknowledge that I have read, understand and received a copy of this Employee Handbook. I also acknowledge that I am employed by Snelling Employment LLC. I also acknowledge and agree to resolve any dispute regarding termination of employment, if any, exclusively through mediation and final and binding arbitration in accordance with the Company's Dispute Resolution Policy and to abide by and comply with any arbitration award. I also understand that a court may compel arbitration and enforce the arbitration award.

I also acknowledge that I understand the provisions contained in this handbook may be changed, modified or deleted at any time, excepting only the Dispute Resolution Policy which shall not be altered without 180 days' notice. I further understand that neither this handbook nor any other communication by any management representative is intended to, in any way, create a contract of employment for a definite term or alter the employment at-will relationship.

## **Injury Policy**

I understand that if I have any work-related incident, accident or occurrence that may lead to a workers' compensation claim, I must report the incident, accident or occurrence to my worksite supervisor and Snelling management immediately. Additionally, I understand it is my responsibility to go to a designated specimen collection site and submit to a drug test immediately, but not longer than 24 hours (8 hours in Georgia) following the incident, accident or occurrence, even if no medical treatment is required and even if I have not had an opportunity to report the incident, accident or occurrence to management. I will be subject to termination and may forfeit all benefits under workers' compensation and unemployment compensation laws if I have a positive, confirmed drug test, refuse to consent or submit to a drug test, tamper with a drug test, refuse to authorize release of drug test results to Snelling, fail to submit to a test immediately as required under the Policy, or otherwise violate this Policy. I UNDERSTAND THAT THIS DRUG FREE WORKPLACE POLICY AND RELATED DOCUMENTS ARE NOT INTENDED TO BE AN EMPLOYMENT CONTRACT BETWEEN SNELLING AND ME. I UNDERSTAND THIS ACKNOWLEDGEMENT FORM IS A SUMMARY OF THE POLICY REGARDING A DRUG FREE WORKPLACE AND A COMPLETE COPY OF THE POLICY IS AVAILABLE AT ANY TIME BY CONTACTING THE HUMAN RESOURCES DEPARTMENT (1-800-411-6401).

I agree that Snelling has identified and/or established a medical network that is available for work related injuries in my area. I have been informed of the requirements for the medical network and a list of those providers is available from my local office during normal business hours. Additionally, I may call 1-800-380-7475 anytime (24 hours / 7 days per week including holidays) to be directed to treatment facilities of the medical network in my local area.

Signature \_\_\_\_\_ Date \_\_\_\_\_



## Meal Period Addendum

### State of California

A meal period of 30 minutes must be provided to an employee if their workday is more than 5 hours per day unless the total work period per day is no more than 6 hours long, in which case the meal period may be waived by mutual consent of both the employer and employee. A second meal period of 30 minutes must be provided to an employee if their workday is more than 10 hours per day unless the total work period per day is no more than 12 hours long, in which case the meal period may be waived by mutual consent of both the employer and employee. We will provide a 30 minute meal period to an employee for any shift greater than 5 hours and an additional 30 minute meal period to an employee for any shift greater than 10 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Colorado

A meal period of 30 minutes is required of an employee if their workday is more than 5 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 5 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Connecticut

A meal period of 30 minutes is required of an employee if their workday is more than 7 1/2 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 7 1/2 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Delaware

A meal period of 30 minutes is required of an employee if their workday is more than 7 1/2 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 7 1/2 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Illinois

A meal period of 20 minutes is required of an employee if their workday is more than 7 1/2 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 7 1/2 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Kentucky

A meal period of 30 minutes is required of an employee if their workday is more than 5 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 5 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Maine

A meal period of 30 minutes is required of an employee if their workday is more than 6 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 6 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Massachusetts

A meal period of 30 minutes is required of an employee if their workday is more than 6 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 6 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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



## Meal Period Addendum

### State of Minnesota

A meal period is required of an employee if their workday is more than 8 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 8 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Nebraska

A meal period of 30 minutes is required of an employee if they work in a workshop, assembly line or mechanical establishment and if their workday is more than 8 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 8 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of Nevada

A meal period of 30 minutes is required of an employee if their workday is more than 8 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 8 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of New Hampshire

A meal period of 30 minutes is required of an employee if their workday is more than 5 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 5 hours. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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

## Meal Period Addendum

### State of New York

A meal period of 30 minutes is required of an employee if their workday is more than 6 hours long. We will provide a 30 minute meal period to an employee for any shift greater than 6 hours. We will also provide an additional 20 minutes if a shift starts before 11 am and goes beyond 7 pm. In the event you don't receive a meal period, please contact your Staffing Manager.

#### Acknowledgement

I have read and I fully understand Snelling's Meal Period Addendum Policy. By signing below, I agree to adhere to this policy.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date

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