

Guidebook



AccuStaff®

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Your decision to join the AccuStaff® team of talent just might be the smartest of your career. Why? Because at AccuStaff, we do more than any other work solutions company to get to know—really know—our talent and clients. We ask questions, we listen and we do everything we can to understand your skills and your work needs. It's who we are and what we do. And we'll work hard to put you to work and keep you working in jobs that meet your career goals and increase your value in the market.

Your success is our success, so we strive to find you the rewarding career opportunities you deserve with the best possible salary, at the best companies. We know that in return, you'll deliver the quality performance, enthusiasm and integrity our clients expect. Please read this guidebook thoroughly and keep it as a handy reference.

AccuStaff

This AccuStaff office is an independent and locally owned franchisee of AccuStaff, L.P. Employees of Randstad North America, Inc. provide administrative services and support to AccuStaff, L.P. and to the franchisees and licensees of AccuStaff, L.P. Randstad North America, headquartered in Atlanta, Georgia, is a subsidiary of the Netherlands-based Randstad Holding nv, the second largest staffing organization in the world. Randstad currently has more than 300 branches and client-dedicated locations across the U.S. Their lines of business span numerous skill sets, including: Accounting & Finance, Administrative, Engineering, Healthcare, IT, Legal, Life Sciences, and Manufacturing & Logistics. Through the assistance and services which Randstad North America provides to AccuStaff, we believe that we're able to offer our talent a better selection of career opportunities, better companies to work with and the best possible chance for success. With AccuStaff, you get the best of both worlds: local ownership and a personal approach coupled with access to the resources and services provided by an international employment leader.

Disclaimer

AccuStaff, L.P. and its franchisees and licensees reserve the right to vary from the policies and practices in this Employee Handbook where business circumstances necessitate. We may also amend, modify, supplement or eliminate portions of this Employee Handbook when needed, with or without notice. This Employee Handbook does not constitute a contract of employment. All employees are employees at will who may end their employment relationship with AccuStaff at any time and for any reason. Likewise, AccuStaff, L.P. may end any employee's employment at any time, with or without cause. An employee's at will status can only be altered by a written contract signed by an officer of AccuStaff, L.P.



We work for you

At AccuStaff, we are committed to helping you find jobs that match your career objectives. After all, making the perfect matches between candidates and positions is what attracts top-notch talent like you and keeps the market's top companies coming to us for work solutions.

Your AccuStaff representative

When you work with AccuStaff, you work with a representative who is experienced in career management and skill development. By providing in-depth skills assessments, performance evaluations and training recommendations, your representative will help you make the most of your strengths so you can reach your ultimate career goals.

We consider every job important, and we'll find work for you using the most effective job-matching approach in the industry. Whether you want a short or long-term assignment, a temp-to-hire position or a permanent placement, we're here to find what works for you.

Best of all, when you work with AccuStaff, you work with someone who is interested in more than just your skills and your resume. We'll get to know you personally, so we can understand what makes you tick and what kinds of jobs will fit you best. We'll represent you, making sure your talent is utilized to its fullest potential.

Nationwide network

Because of the services and assistance which Randstad North America provides to AccuStaff, L.P. and its franchisees and licensees, we have access to a network of offices across the country that are part of a sophisticated computer network. Your one-time registration and assessment gives you visibility to this complete network of offices.

Be sure to check with your AccuStaff representative regularly to search for available positions locally and across the country. Look for jobs that interest you, utilizing all of the AccuStaff and Randstad network resources and assistance.



Leadership you can count on

As a market leader providing work solutions and as a leader in our community, your locally owned AccuStaff office offers you a wealth of jobs, skill development opportunities and benefits in an environment of utmost honesty and integrity.

Guidelines for success

Along with the advantages of being part of AccuStaff comes the responsibility of providing quality service to our clients. With every job opportunity you accept, you agree to uphold our commitment to know and understand our clients' goals, serve their needs, and win and maintain their trust. Following these guidelines for success will ensure you represent yourself and AccuStaff as professionally as possible.

Select assignments that work for you

One of the advantages of being part of the AccuStaff team is the ability to choose positions that match your lifestyle and help you reach your career goals. You are never under any obligation to accept a position. However, keep in mind that if you turn down two or more positions that are comparable to jobs you've already worked, you may be removed from our roster of active talent. Please also note that if you refuse any job that is comparable to the one you have worked, the refusal may jeopardize any unemployment benefits.

Be on time

The first rule of any job is to arrive on time, ready to work. Your AccuStaff representative will tell you what time to report; you may want to allow a little extra time to prepare yourself and your workspace for the day. Consider taking the route to work before your first day. Always have directions and phone numbers with you. Dependability and punctuality are important factors in determining your performance. These factors also impact the rest of the team when you are not at work.

Follow the rules

Once placed in a position, always respect and follow the client's rules and guidelines. Avoid making personal calls and sending personal e-mails during work hours. Personal cell phones should be turned off while you are working, but may be checked for messages during breaks or meal times. Family and friends should be directed to leave any messages for you on your personal phone, rather than contacting you on the client's phone or via your AccuStaff representative. Be careful not to abuse break time or Internet privileges, and keep all company information confidential. Most importantly, if you're ever unsure about how to handle something, ask your AccuStaff representative.

Be flexible

Every company has its own way of doing things, so be prepared to adapt and accept additional responsibilities and challenges. If, however, the new responsibilities are outside your normal job description, if you don't have sufficient training to do the job, or if you're asked to do anything unsafe or objectionable, call your AccuStaff representative immediately for guidance.

Dress appropriately

Your AccuStaff representative will tell you what the dress requirements are for your position. It is important to follow the client's dress code policy. No matter what, make sure your appearance is neat and professional. If you come to work inappropriately dressed, you will be asked to leave and return in proper attire. You will not be paid for time away from work. Any accommodations with respect to AccuStaff's dress requirements should be requested in advance.

End the assignment on a positive note

If your position comes to an end, be sure to thank the client for the opportunity and thank your co-workers for any assistance they provided. Also, please understand that it is your responsibility to return all equipment, materials, security badges, parking permits and other company property you were provided.

Your employer:

Remember, you are employed by AccuStaff and should discuss any challenges or concerns with your AccuStaff representative.



We're here for you

AccuStaff is your employer and you can direct any questions or concerns to us.

Call us or leave a message any time, day or night, if:

- You have questions about your role as an AccuStaff employee.
- Your skills don't match the assignment, or the assignment doesn't match your expectations.
- You are unable to report to your assignment as scheduled. Failure to notify us is cause for dismissal, so call us as soon as you know you'll be late or absent. If you miss two or more days of an assignment, you may be asked to provide a written explanation from your doctor. Your failure to do so may result in the termination of your employment with AccuStaff and may jeopardize your unemployment benefits.
- Your current assignment may be ending within the next week.
- You are available for work. If you are not currently performing an assignment, you are required to report your availability for work on a regular basis. Your failure to do so may result in the termination of your employment with AccuStaff and may jeopardize your unemployment benefits.
- Your assigned client asks you to stay longer than you were originally scheduled.
- Your employment status or needs change or you need a change to your work schedule.
- You are offered a permanent position with your assigned company.
- You are asked to work overtime (prior approval from AccuStaff is required). All overtime worked will be paid in accordance with applicable state and federal law.
- You experience a problem on the job.
- You are injured on the job or the working conditions are unsafe.
Reminder: Please inform an AccuStaff representative ASAP if this occurs.
- You experience or have witnessed discrimination or harassment.
- You require an accommodation with respect to any aspect of your employment and/or the AccuStaff hiring process.
- You acquire new skills or complete training classes that enable us to find more opportunities to put you to work.

- You want to refer someone to us for employment.

AccuStaff has an open door policy. Should your AccuStaff representative not be available or you feel you need another resource; you are encouraged to contact his/her manager directly.

For escalated issues that cannot be resolved at the local branch you may contact AccuStaff's Employee Relations at 1-888-RANDSTAD, ask for extension 16700. Your concerns will be investigated and resolved accordingly. AccuStaff prohibits retaliation for reporting concerns related to unlawful discrimination, harassment or any other illegal conduct. Alternatively, if you have a concern about misconduct such as fraud, theft, corruption, bribery or anti-trust issues, you may use the Global Integrity Line at 1.866.250.6706, access code 42115 to submit the concern.

What's in it for you

Putting people to work is not the only reason AccuStaff enjoys a stellar reputation among top talent. We also offer a selection of benefits designed to enhance your life and make working for AccuStaff as rewarding as possible.

Benefits

AccuStaff offers a full menu of benefit options for eligible employees and their families. Included is a general list of the benefits we offer to you, and for which you may be eligible as a qualified talent. This document is not intended to, nor does it provide you with all of the details of these benefits. Certain exclusions and limitations may apply according to state requirements.

This guidebook does not change or otherwise interpret the terms of any official plan documents or applicable Summary Plan Descriptions. Refer to the actual plan documents and Summary Plan Descriptions if you have specific questions regarding the benefit plans. AccuStaff reserves the right to cancel, amend or revise those benefits as described herein at any time.

You can review additional information regarding external talent benefits by logging on to: www.workplace.randstad.com and clicking on the Benefits link, in the menu box.

You will be able to create your username and password for this site. To get started, you will need your AccuStaff Employee ID number. This can be found on your pay stub, or you can ask your AccuStaff representative.

Please see the Appendix C of this handbook relating to important information regarding the Minnesota Wage Disclosure Protection: Notice of employee rights and remedies.



Medical insurance

AccuStaff offers a comprehensive major medical plan from Aetna referred to as MedSure that:

- Satisfies the Affordable Care Act's individual mandate for having health insurance
- Provides 100% coverage for preventative care
- Has no annual or lifetime dollar limits, and no pre-existing condition exclusions
- Gives you access to Aetna's broad nationwide PPO Provider network

Eligible employees may also enroll in the supplemental Aetna fixed indemnity plan, which provides cash reimbursements for common healthcare expenses, such as doctor visits, outpatient procedures, and lab work. Employees may choose to elect the fixed indemnity plan, the MedSure plan and/or the following ancillary benefit plans:

Dental insurance

Preventive dental care, basic services and major restorative services coverage is available.

Vision insurance

Reimburses you for an eye exam and frames, up to an annual limit.

Term Life insurance

Employee life insurance in the amount of \$10,000 is available.

Disability insurance

Short-term disability coverage is available for weekly replacement of income.

Please note that the fixed indemnity plan does not meet the individual mandate required per the Affordable Care Act, but is instead designed to supplement your out-of-pocket health care expenses.

Employees are eligible to enroll in the fixed indemnity plan and/or the MedSure plan after completion of one hour of service and can enroll via the branch or site manager or directly with the plan administrator, Aetna at 1.855.226.0913.

Family and Medical Leave Act

The FMLA provides employees with up to 12 weeks unpaid job-protected leave, provided they meet the leave qualifications and have been employed with AccuStaff for at least 12 months and have worked at least 1,250 hours in the previous 12 months. You may take FMLA leave to attend to your own serious health condition that makes you unable to perform the essential functions of your job; for incapacity due to pregnancy, prenatal medical care or child birth; to care for your child after birth, or placement for adoption or foster care; or to care for your spouse, son, daughter or parent with a serious medical condition. During the FMLA leave, you are required to exhaust all paid leave concurrently. Upon returning from FMLA leave, most employees will be reinstated to the same or equivalent position with equivalent pay, benefits, and other terms and conditions of employment. Benefits based on length of service do not continue to accumulate during leave. If you usually pay a portion of the premiums for health insurance, you must continue to do so during the leave. For additional details and to apply for FMLA contact the AccuStaff FMLA administrator, MetLife, at 1.877.638.8262.

Military Family Leave entitlements

Military Family Leave allows eligible employees to use their 12 weeks of unpaid leave within a 12 month period for of a qualifying exigency occurring when the spouse, son, daughter or parent of an eligible employee is on active duty or is called to covered active duty. Leave for a qualifying exigency applies to active members of the Armed Forces, members of the National Guard and Reserves, and certain retired military members, who are deployed for duty to a foreign country. The leave may be taken as soon as the covered service member receives notice that he/ she is being called to active duty.

A qualifying exigency may include short-notice deployment; military events; childcare activities; financial and legal arrangements; counseling; rest and recuperation; post-deployment activities; parental care other than routine day-to-day care; and additional activities agreed on by AccuStaff's Benefits Department and you. When the Military Family Leave is to care for an injured or ill service member or veteran, an eligible employee may take up to 26 weeks during a 12-month period. This leave, when combined with other FMLA qualifying leave, may not exceed 26 weeks in a single 12-month period. Leave may be taken to care for a spouse, son, daughter, parent, or next of kin (1) who is a member of the Armed Forces (including members of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (2) who is a veteran undergoing medical treatment, recuperation, or therapy for a serious injury or illness and who was a member of the Armed Forces (including members of the National Guard or Reserves) and was discharged or released under conditions other than dishonorable at any time within the 5-year period of time preceding the date on which the veteran undergoes the medical treatment, recuperation, or therapy. Service member FMLA runs concurrent with other leave entitlements provided under federal, state and local law.

Use of FMLA leave

Eligible employees are not required to use their leave entitlement in one block. Leave can be taken intermittently in blocks of time of 1 hour or more or on a reduced leave schedule when medically necessary for their own or family member's serious health condition or for the serious illness or injury of a covered current service member (including covered veterans). Leave due to qualified exigencies may also be taken intermittently.

How to apply for FMLA or Military Family Leave

If you want to take FMLA or Family Military Leave, you must provide AccuStaff with at least 30 days' notice if the need for leave is foreseeable. If the need is not foreseeable, you should give AccuStaff as much notice as practicable. After notifying your AccuStaff manager or staffing manager please contact AccuStaff's FMLA Administrator, MetLife at 1.877.638.8262 for additional information and paperwork. If you have difficulty with the MetLife FMLA process, contact the AccuStaff Benefits Department at 1.877.601.7453 or benefits@randstadusa.com.

AccuStaff may also request that you report periodically on your status and intention to return to work. Also, AccuStaff may require fitness-for-duty certification to return to work. Please refer to AccuStaff's policy on Family and Medical Leave and Military Family Leave (which can be obtained in branches and on-site locations or by contacting the AccuStaff Benefits Department) for additional information about this policy.

Military Leave policy

AccuStaff will grant an unpaid military leave of absence to Qualified Employees as required by the federal Uniformed Services Employment and Reemployment Rights Act (USERRA) and state law. Qualified Employees are those employees, except those employed on a temporary basis (a brief, non-recurrent period for less than three (3) months), who serve in the United States Armed Forces and the Army National Guard, the Air National Guard, the commissioned corps of the Public Health Service ("Uniformed Services"). Qualified Employees may also include members of an organized state militia and AccuStaff will comply with any and all applicable state laws concerning those individuals. Qualified Employees should notify their manager as soon as is practicable when military leave will be required, and must provide AccuStaff with appropriate documentation of their military service upon their return from their military leave.

Employees may elect to use accrued vacation or personal leave to receive some compensation during their military service. While an employee is on military leave, he or she will be eligible to continue health insurance coverage under the terms and conditions of the insurance policies in place on the first day of his or her military leave and under applicable state and federal law.

Employees on military leave will be eligible for the same benefits and accrual of vacation, sick days, personal days and holiday benefits (without loss of seniority) as employees on other types of leave.

An employee returning to work after military service may be entitled to return to: (i) the position the employee would have held if the employee had been continuously employed, (ii) the employee's previous position; or (iii) an equivalent position depending on the length of leave and the availability of positions. In order to be qualified for reemployment under USERRA, an employee returning from service in any of the United States Uniformed Services must generally:

- (a) terminate his or her military service under honorable conditions;
- (b) give AccuStaff advance notice of the military service;
- (c) be absent for military service for no more than five years (cumulatively);
- (d) report back to AccuStaff (for employees, their local AccuStaff branch) by the beginning of the next regularly scheduled workday that begins at least 8 hours after return from military service, only if the period of service was 30 days or less;
- (e) apply for reemployment with AccuStaff within 14 days after return from military service, only if the period of service was between 31 and 180 days; and
- (f) apply for reemployment with AccuStaff within 90 days after return from military service, only if the period of service was 181 days or more.

The reporting and application deadlines may be extended for up to two years for employees who are hospitalized or convalescing because of a service-connected illness or injury.

An employee entitled to reemployment following service in United States Uniformed Services will not be terminated without cause for 180 days after reemployment if the period of military service was between 30 and 180 days. If the period of service was more than 180 days, the employee will not be terminated without cause within one year after reemployment.

Americans with Disabilities Act

AccuStaff offers equal employment opportunity to all applicants and employees, without regard to any physical or mental disability. We take positive steps to recruit and employ qualified individuals with disabilities. We provide reasonable accommodations for disabled applicants or employees so applicants have equal access to job opportunities and so employees can perform the essential functions of their jobs.

If you have a disability, or if in the future you become disabled, and require an accommodation to perform essential job functions, please contact your manager or email Human Resources at accommodations@randstadusa.com so we can evaluate and discuss your need and how best to accommodate it. We will engage in an interactive process with you to identify the relevant essential functions and an accommodation that is reasonable and does not impose an undue hardship. Please note that it also may be necessary to consult with your healthcare provider as part of this process. Any and all medical information will be protected.

AccuStaff will not retaliate against any applicant or employee for requesting a reasonable accommodation for a physical or mental disability. If you believe that you or any other person has suffered retaliation, please contact your AccuStaff representative or HR Employee Relations promptly.

State specific leave policies

Depending on the circumstances, employees may be eligible for additional unpaid leave under state law. Please contact your AccuStaff representative or the Benefits Department for more information.

Jury duty and summons/subpoenaed witness service

Leaves of absence due to jury duty or witness service will be treated in accordance with the law.

Additional information

For additional information regarding the FMLA, please see Appendix A of this handbook. Please also note that employees may be entitled to additional benefits under the laws of the state in which they work. If the need for leave arises, employees should ask their manager or a member of the Benefits Department for further information.

Please also see Appendix B of this handbook relating to important information regarding the California Family Rights Act and California Pregnancy Related Disability Leave.

State specific sick leave

Employees may be eligible for paid sick leave under applicable state and local law. For information regarding state sick leave laws, please see Appendix D of this handbook. Please contact the AccuStaff Benefits Department for further information.

AccuStaff nursing mothers support policy

In support of all local, state and federal requirements supporting the health advantages of breastfeeding for infants and mothers, AccuStaff provides a supportive environment to enable breastfeeding employees to express their milk during work hours. This includes a company-wide lactation support program administered by Human Resources.

Company responsibilities

Breastfeeding employees who choose to continue providing their milk for their infants after returning to work shall receive:

Milk expression breaks

Breastfeeding employees are allowed to breastfeed or express milk during work hours using their normal breaks and meal times. For time that may be needed beyond the usual break times, employees may use personal leave or may make up the time as negotiated with their supervisors. Should you have questions regarding specific accommodations within your branch or location, please call HR Employee Relations at 1.888.726.3782 (ask for extension 16700).

A place to express milk

A private location (not a restroom) shall be available for employees to breastfeed or express milk. The room will be private and sanitary, located near a sink with running water for washing hands and rinsing out breast pump parts, and have an electrical outlet. If employees prefer, they may also breastfeed or express milk in their own private office, or in other comfortable locations agreed upon in consultation with the employee's manager or Human Resources Department. Expressed milk can be stored in general company refrigerators/in designated refrigerators provided in the private "Mother's Room," or other location/in employee's personal cooler.

Career development

AccuStaff is dedicated to putting you to work, helping you grow even further and moving you toward your long-range career goals. Your AccuStaff representative will work with you to map out the skills assessments, evaluations and training you need to make sure you reach your career destination.

Discounts and supplemental benefits

Savings on entertainment and lifestyle services are available, as is additional personal insurance. For more information, visit www.youdecide.com click on Access YouDecide Benefits/ first time user and use client ID: RNA398.

For more information

Health and Medical (Aetna):

1.855.226.0913

Apply for FMLA Leave (Metlife):

1.877.638.8262

401(k) (Wells Fargo):

1.800.728.3123

All other benefits - AccuStaff Benefits:

1.877.601.7453

AccuStaff Customer Service:

1.877.601.7453 or email call.center@randstadusa.com

AccuStaff Employee Relations for Escalated Issues:

1.888.726.3782, Ext. 16700.

To review your rights and responsibilities under the Family and Medical Leave Act, see Appendix A on page 28 of this guide.

Timekeeping/attendance policy and how to get paid

Our timekeeping policy

It is the company's policy to maintain accurate records of hours worked by nonexempt employees, to communicate clearly with all employees regarding working hours and pay, and to comply with all applicable state and federal wage-hour laws. Employees must strictly adhere to this timekeeping policy. Failure to comply will result in disciplinary action up to and including termination of employment (some infractions will result in immediate termination).



Employees must record all work time. Work time includes:

- All time spent performing work or engaged in work-related activities.
- Working “off the clock” means that work is performed by the employee but not recorded as work time, and therefore not paid.
Some work sites permit employees to clock in prior to their scheduled shift time. However, they are not authorized to perform any work prior to their scheduled shift time without written approval from their manager. If an employee actually begins work prior to the scheduled shift start time, the employee must notify the employee's manager. Likewise, employees may not clock out early prior to their scheduled shift end time.
- Work time does not include hours away from work due to vacation, illness, or holiday, even when this time away from work is compensated. Working “off the clock” is strictly prohibited and grounds for immediate termination.

Employees must not clock in or out for other employees, nor may they ask other employees to clock in or out for them. Such conduct is strictly prohibited and is grounds for disciplinary action up to and including termination. Fraudulently adjusting recorded time worked or other falsification of information is grounds for immediate termination.

If any client requires an employee to perform work outside of the scheduled workweek, including during meal or rest periods, and instructs the employee not to record his or her time, the employee must immediately notify their AccuStaff manager.

Please see the Appendix B of this handbook related to important information regarding AccuStaff's California Meal and Rest Period Policy. Employees who have any questions or concerns regarding timekeeping issues must contact his/her AccuStaff manager or AccuStaff's Employee Relations.

Can't make it into work?

If for some unexpected reason such as an emergency or illness you cannot make it to work or will be late, you must call your AccuStaff representative prior to the start of your scheduled arrival time so they can call the client and/or find a replacement. Your failure to do so may be grounds for dismissal or indication that you have voluntarily resigned your position. You must call your AccuStaff representative prior to the start of your shift each day that you will be absent. A note from your health care provider may need to be submitted upon arrival back at work for any absences in excess of three (3) days.

If within the Probationary Period you have an unexcused absence or no-call/no-show for an assignment, you may be immediately terminated from AccuStaff. This termination may affect your eligibility for unemployment benefits. AccuStaff administers attendance guidelines in accordance with state and federal law. Please contact your AccuStaff representative or AccuStaff's HR Employee Relations Team if you require any accommodation or exception with respect to this policy.

Web time entry

If you and our client have access to the Internet, AccuStaff offers the convenience of submitting time online. When your assignment begins, you will receive a username and password. Be sure to submit your time sheet by the end of your last day worked for the week. Time sheets are routed for approval electronically. There is no need to submit a paper time sheet by fax, mail, or delivery. Your AccuStaff representative will provide you with additional details on how to submit your time.

Time capture

Submission of your time according to the site's specific time capture process is important to ensure you are paid properly.

- Be responsible for clocking in and on the designated time-capture system when entering or leaving an assigned work shift.
- Understand the consequences of incorrect punches. Failure to enter time correctly could result in disciplinary action up to and including termination.
- Notify your AccuStaff representative immediately if the time capture system is not functioning properly.
- Your hours worked will be monitored and verified by the client supervisor. After all hours have been approved for the week, AccuStaff will process payroll.

Self service (e-Pay, e-Profile)

With AccuStaff's Self Service e-Pay and e-Profile tool, you can register and change direct deposit information online, view and print pay statements, change tax withholding information, view holiday eligibility, and request past year W-2s. You may also update your home or mailing address, change personal information such as phone numbers or e-mail address, and update emergency contact information.

To register, go to www.workplace.randstad.com and create a username and password. You will need your employee ID number located on your paycheck, pay advice, or ask your AccuStaff representative.

Direct deposit

For your convenience, AccuStaff gives you the option of having your net pay automatically deposited into your checking or savings account each payday. Ensure your hours are submitted and approved by 12:00 p.m. local time on Monday to have direct deposit funds posted by Friday. Direct deposit begins the next paycheck after set-up has been completed.

Payroll distribution program

AccuStaff offers you the option of receiving your pay on a bank-sponsored payroll distribution program. Your pay is deposited onto the payroll distribution program each payday. The payroll distribution program is a pre-paid Visa card that can be used to obtain cash at ATMs, at a teller window at any bank that accepts Visa, or can be used as a Visa debit card to make purchases (there is not a fee to get your cash out). AccuStaff employees are already approved for this card with no credit approval required.



Expectations

You can expect AccuStaff to do everything possible to ensure your workplace is safe, productive and free of illegal activities. Likewise, we expect you to do your part by knowing and adhering to our policies, and reporting any activities you believe may violate them.

Our probationary and orientation period policy

All new employees will serve a general probationary period of 45 calendar days (except for Florida employees whose period is 90 days), which will begin on your first day of employment with AccuStaff. As part of, and coincidental with, this general probationary period, all new employees will also serve a medical orientation period, which will begin on your first day of employment and will last for one month. During these periods, the company and you will have an opportunity to determine whether further employment with AccuStaff is appropriate. AccuStaff can extend the duration of the general probationary period (but not the medical orientation period) one or more times if it determines that an extension is appropriate. Your successful completion of the general probationary and medical orientation periods should not be construed as creating a contract of employment for any specific duration or as otherwise altering the at-will employment relationship between you and AccuStaff. However, once you complete the medical orientation period, you will enter the class of employees who in the future may become eligible for AccuStaff's group medical plan. Both during and after the probationary and orientation periods, you will remain an at-will employee, such that either you or AccuStaff may terminate the employment relationship without notice at any time for any reason not prohibited by law.

Our equal employment opportunity policy

AccuStaff is committed to equal employment opportunity for all qualified persons and prohibits discrimination on the basis of any characteristic. It is the policy of AccuStaff to make all employment-related decisions based upon merit and without regard to race, color, religion, age, sex (including pregnancy), sexual orientation, gender identity, national origin, ancestry, pregnancy, disability, genetic information, service in the uniformed services, covered veterans or any other classification protected by federal, state or local law.

In addition, AccuStaff provides reasonable accommodations for all qualified individuals with disabilities, as defined by the Americans with Disabilities Act (ADA).

It is the policy of AccuStaff that every employee shall enjoy a work environment free from illegal discrimination and/or harassment of any nature. Racial and ethnic harassment can include racial slurs, ethnic jokes, and offensive statements about any group's racial, ethnic, or religious heritage. Sexual harassment can include remarks or actions of a sexual nature that are not welcome, that are personally offensive, and that therefore create a hostile or offensive working environment.

Our policy prohibiting illegal harassment and discrimination

AccuStaff has a long-standing, well-enforced policy that prohibits illegal discrimination and/or harassment in the workplace. If at any time you believe that you have been subjected to illegal discrimination or harassment, or if you know that such conduct is occurring, you have an obligation to report it to either your AccuStaff representative, or the AccuStaff HR Employee Relations Department. AccuStaff investigates all claims of illegal discrimination or harassment and takes appropriate remedial action. Any employee engaging in such conduct will be disciplined up to and including discharge. Retaliation for reporting concerns about illegal harassment, discrimination, or for participating in an investigation will not be tolerated.

Our policy prohibiting use of illegal drugs and alcohol in the workplace

AccuStaff's substance abuse policy is enforced according to federal and state laws and regulations. Employees found to be under the influence of illegal drugs or alcohol at work will be terminated and they may jeopardize collecting unemployment benefits.

Our policy prohibiting violence in the workplace

AccuStaff is dedicated to providing a violence-free workplace, and prohibits conduct considered violent, dangerous or threatening. Acts of violence, possession of weapons and threatening behavior will result in immediate termination of employment.

Our policy with respect to disciplinary action

Our goal is to employ top-quality talent in challenging and rewarding positions. If an individual's performance or workplace conduct is not meeting expectations, we reserve the right to take appropriate disciplinary action, which depending upon the severity of the situation, may result in an immediate end of the assignment and/or the individual's employment relationship with AccuStaff.

Safety in the workplace

Your safety is our #1 priority. At AccuStaff, our people are our most valuable asset and their safety and well-being are our primary concern. Accordingly, we have developed the following safety guidelines to ensure a safe and productive work experience. As a AccuStaff employee, we want you to be "safety conscious" and observe the following practices at all times while on the job:

- Know and practice all safety rules of both AccuStaff and our client.
- Report all accidents and injuries **immediately**, however minor they might seem to your supervisor **and** to your AccuStaff representative, even if you do not require medical treatment.
- Only trained personnel should perform first aid.
- Wear proper personal protective equipment and clothing at all times.
- Maintain good housekeeping in your work area.
- Equipment operators must be properly trained to safely operate equipment by trained personnel and authorized by AccuStaff to perform that task.
- Employees are not allowed to use or climb ladders more than 3 feet above the ground.
- Powered Industrial Truck operators must first watch AccuStaff's PIT video and pass the PIT test. In addition, prior to operation of a forklift all employees must be properly trained and certified by the client before using their equipment.

- Horseplay is not permitted in the workplace or on company property.
- Report all unsafe conditions, actions and job changes to your supervisor and AccuStaff representative.
- If you are unsure about safety guidelines regarding any job or task, contact your supervisor and your AccuStaff representative.
- You are 200% responsible for safety. 100% responsible for YOUR safety and, 100% responsible for the safety of those around you, because what THEY do can hurt YOU!

Accident/Injury Procedure

Our goal is to prevent accidents before they happen, not react to them after they happen. However, accidents and injuries do occur regardless of our best intentions to prevent them. In the event of an accident, we want you to be prepared to act quickly and decisively.

What to do if you are injured on the job:

- It is important that you immediately report the incident to your supervisor and the AccuStaff representative (ALL incidents - emergency and nonemergency) prior to you seeking medical treatment (unless emergency treatment is needed).
- If you are injured on the job outside of regular business hours, on weekends or holidays, please contact AccuStaff's Risk Management hotline, 800-821-6909. You will be able to speak to a nurse who can answer any questions, but you must still contact your AccuStaff representative once they are available.
- You will be asked to complete paperwork prior to treatment and will be given some forms to take to the doctor with you. Paperwork must be completed even if you decline medical treatment.
- Take picture identification with you. If you receive medical treatment, be sure to name AccuStaff as your employer. It is AccuStaff's policy to administer a drug test to all injured talent. Refusal to cooperate can result in loss of employment.
- As soon as possible, after your medical treatment, you are required to bring any paperwork from your doctor to your AccuStaff representative for processing. AccuStaff will provide the necessary information to our client once you have reported the accident and signed all paperwork concerning the accident.

AccuStaff will process and handle all workers' compensation claims and information. Any questions regarding emergencies or workplace accidents should be directed to the AccuStaff representative.

Working for AccuStaff

The Work Number

AccuStaff uses a national service called The Work Number, which provides instant automated employment and income verifications. As an AccuStaff employee, you can authorize lending institutions, credit card companies, property management companies and other employers access to your information.

To provide proof of employment:

Give the person seeking your proof of employment the following information:

- The Work Number access options:
www.theworknumber.com or 1.800.367.5690
- Employer code: 10283
- Your Social Security number



To provide proof of employment and income:

1. Visit www.theworknumber.com/employee or call 1.800.367.2884
2. Enter:
 - Employer code: 10283
 - Your Social Security number
 - Your PIN#
3. Select to obtain a Salary Key – write down the Salary Key
4. Give the person seeking proof of your employment and income the following:
 - The Work Number access options:
www.theworknumber.com or 1.800.367.5690
 - The AccuStaff employer code: 10283
 - Your Social Security number
 - Your Salary Key

Please refer any verification requests to The Work Number Client Service Center:

Monday – Friday from 7:00 a.m. – 8:00 p.m.

1.800.996.7566 (voice)

1.800.424.0253 (TTY – Deaf)

Additional information is available from your AccuStaff representative and/or by reviewing our FMLA, safe work practices and local policies and benefit sheets.

Important contact information and websites

- **Health and Medical (Aetna):** 1.855.226.0913
- **Apply for FMLA Leave (Metlife):** 1.877.638.8262.
- **401(k) (Wells Fargo):** 1.800.728.3123
- **Discount Program:** www.youdecide.com click on Access YouDecide Benefits/ first time user and use client ID: RNA398.
- **All other benefits - AccuStaff Benefits:** 1.877.601.7453
- **Risk Management:** 800.821.6909
- **Self Service Portal:** www.selfservice.us.randstad.com (you will need your employee ID number located on your paycheck). *You can access your W2 information, update address, phone number, email address and emergency contact information*
- **Verification of employment (The Work Number) –** 1.800.367.5690 or www.theworknumber.com. AccuStaff employer code: 10283.
- **AccuStaff Customer Service:** 1.877.601.7453 or email call.center@randstadusa.com
- **AccuStaff HR Employee Relations for Escalated Issues:** 1.888.726.3782, Ext. 16700.

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

**The FMLA definitions of "serious injury or illness" for current service members and veterans are distinct from the FMLA definition of "serious health condition".*

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months*, and if at least 50 employees are employed by the employer within 75 miles.

**Special hours of service eligibility requirements apply to airline flight crew employees.*

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar

days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- 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

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

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.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.

For additional information:

1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627

WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division

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