



EMPLOYEE HANDBOOK



The People Company You Can Trust.

WELCOME TO ON SITE PERSONNEL, LLC

We are proud to have you join our family as a part of the nation's leading workforce solutions company. Our goal is not only to provide you the job but the opportunity to grow in a professional working environment. Whether you're searching for a short-term, temporary job, a temp-to-hire or a permanent position, our experienced recruitment team can match you with an opportunity that fits perfectly with your talent and your goals.

In return, we ask for your commitment to work to your greatest potential. This handbook provides you our workplace guidelines, expectations and benefits information necessary to help you become a successful employee at On Site Personnel. During your employment with us, let us know if there is anything we can do to help you achieve success.

STANDARDS OF CONDUCT

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property
- Falsification of timesheets
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company owned or client-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in non – smoking areas
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, or other company owned equipment
- Using company equipment for purposes other than business
- Unsatisfactory performance or conduct

ATTENDANCE POLICY

To be successful, you need to be on time for work every day! You are expected to complete the entire shift and finish each assignment you accept. The company you are assigned to may ask for a replacement for you if they feel your attendance does not meet their expectations. Policy violations will be documented and may negatively impact your work record. Anytime that you are unable to

make it into work, you must notify On Site Personnel. Notifying the host company does not satisfy the On Site Personnel call-in requirements.

Infractions – If you arrive to work late or leave work early, we will consider the time missed as an infraction that is subject to discipline.

Planned Absences – If you know in advance you will miss work, you should speak directly with your On Site Consultant (OSC) as soon as possible. In some cases, you will need to notify the supervisor at the client company. Some planned absences may not be acceptable. Your OSC will be able to provide you more detail regarding this type of absence.

Unplanned Absences – If you do not know in advance you will miss work, you must notify your OSC as soon as possible. Do not miss work without notifying us directly. Unplanned absences are subject to discipline.

In the worst circumstance, if you cannot reach your OSC directly, you must leave a voicemail message before your scheduled work time. Please, follow our **Call-in Procedure** below:

_ **You must call our office at 215-494-3399** to notify your situation

_ **If you are calling after On Site Personnel business hours**, you must leave a message on our 24-hour voicemail system:

- 1) Leave your **first and last name**- speak slowly and clearly
- 2) Leave your **phone number and a brief message**
- 3) Leave the **name of your assigned client company**
- 4) Leave the **shift that you are assigned**
- 5) If your message is not clear, you will be considered a **no call/no-show**

No call / No show – If you fail to report to work and fail to contact On Site Personnel, we will consider you a voluntary quit until you call your OSC to explain your circumstances. A no call/no show may result in termination if you do not contact On Site Personnel

Return to Work After Serious Injury or Illness - Employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the employee being absent from work for more than three days or one which may limit the employee's future performance of regular duties or assignments.

COMMUNICATION POLICY

Communication is very important for your success as an On Site Personnel employee. Because we have an open-door policy, you should call us with any concerns that you may have.

If you are not on assignment, it is your responsibility to call our offices to establish your availability each day. You are considered a **“voluntary quit”** if we do not hear from you after **forty eight (48) hours** from the completion of an assignment. By not contacting our offices with your availability, this could inhibit your ability to obtain unemployment benefits.

If you need to end an assignment for any reason, please call us as soon as possible. We need ask for at least two weeks of notice.

Let us know immediately if your assignment changes from the original agreement. For example, call us if your duties change, your assignment ends, the company offers you a position, etc. Call us if your address or phone number changes.

PAYCHECK/TIMECARD PROCEDURE

Paychecks are distributed weekly for the hours you have worked the previous week. At some assignments, instead of an On Site Personnel timecard, you may need to use a client company time clock. If your assignment requires a time card, all time cards must be turned in to Onsite Personnel no later than 5:00pm on Sundays. Failure to do so will result in no paycheck for that week.

Time card – You must fill the time card out honestly, correctly and completely. Any missing information will delay your paycheck. Time card must be turned in **No Later than Sunday at 5:00 p.m.!**

- A. First & Last Name
- B. Date worked
- C. Time worked (lunch and total for day)
- D. Week ending date (Saturday)
- E. Client company name
- F. Supervisor's signature
- G. Your signature

If a time card is turned in late (after 5pm on Sunday), there is no way to receive a check until the following week. Your paycheck will be available for pick up

On (day) _____

At (location/time) _____

You may have someone else pick up your check with a signed note from you. They must also present a picture ID to verify who they are. If you do not pick up your check, it will be automatically mailed to you that evening.

Important Notice: If a check is lost, we will wait 3 days before issuing another one. You'll be responsible for a \$35 fee deducted from your receiving amount for each time a check is reissued. You may be responsible for any "stop payment" orders made to the bank.

Direct deposit – On Site Personnel offers direct deposit for our employees. Our direct deposit service allows employees to have all their wages deposited into their bank account weekly.

DRESS CODE

On Site Personnel employees must dress appropriately for their assignment. Your recruiter will advise you on what is best to wear on each assignment. Good individual judgment is the best guideline.

USE OF TELEPHONE, INTERNET AND EMAIL

Telephones are intended for the use of serving our clients and in conducting company business. Personal usage during business hours is discouraged except for emergencies.

Texting or using cell phone during working hours for personal reasons should be minimized.

Making personal long distance calls is strictly prohibited unless the employee utilizes a calling card.

All personal telephone calls should be kept brief.

Internet and e-mail are only allowed for business purposes only. At no time, will an employee use internet or e-mail for personal use. All employees are expected to use the Internet in a manner that is ethical and lawful.

BENEFITS

Insurance: We have affordable insurance programs available to you upon request. On Site Personnel agrees to cover the administration cost associated to the program. You would be responsible for 100% of the premium costs. Ask your OSC for more information.

Due to the nature of temps service business, On Site Personnel do not offer paid holidays.

Vacation Pay: Vacation is paid in the form of a flat bonus of \$200. This bonus will only be paid during a two-week time frame in December. To qualify for vacation pay you must complete 1500 consecutive hours of work in a calendar year. You may not have any unexcused absences during this time.

Referral Bonus: On Site Personnel has an referral bonus program. The referral bonus program is an opportunity to earn a bonus, help a friend or peer find a rewarding career opportunity and ensure we continue to employ highly qualified people. In order to receive the bonus, your name must be identified as the referee prior to the qualified candidate being offered a position and/or hired. Employees are eligible for the referral fee after the candidate has been hired and remains in the position at least 90 days. Remember, referral bonuses have to be treated just like payroll according to the IRS, so taxes will be taken out.

PERFORMANCE EVALUATION

On Site Personnel is dedicated to the continued development and service performance improvement of its personnel. Client supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis as necessary. Client performance assessments may be completed by a representative from the client. Performance evaluations are

conducted for all employees at a minimum of once every year. This provides an opportunity to review client feedback, discuss competencies, encourage and recognize strengths, identify areas for improvement, and discuss positive, purposeful approaches for meeting goals.

SAFETY

On Site Personnel supports a safe clean work environment for the health & well-being of all employees. We ask you to report any unsafe working conditions. Your safety is very important to us!

- *Always follow safety rules. Take responsibility for the safety of yourself and others.*
- *Never assume anything. Ask questions if you are unsure of the proper safety procedure.*
- *Use proper safety habits. Transport goods correctly, lift with proper lifting techniques, etc.*
- *Ask for safety equipment. Proper safety equipment can be provided if you do not have your own.*

Disciplinary action including and up to termination will result if an employee has endangered himself/herself by failing to report or covering up accidents, or practicing unsafe work habits or resorting to horseplay. At On Site Personnel, we take our responsibility as an employer very seriously. We go to great lengths and great expense to provide a safe working environment and workers' compensation insurance for our employees and to deal promptly with legitimate claims or injuries. In addition, we have extensive experience investigating and disputing fraudulent or malingering claims and will fight these types of claims with all available resources.

ACCIDENT REPORTING – WORKERS' COMPENSATION

Any employee who sustains a work-related injury or illness must inform his or her supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. Employees can always call our main office at (215) 465-5000 and report about the on-the-job injury immediately in the event that the supervisor is absent. Our staff will instruct you on what to do and how to get treatment for your injury.

The supervisor should immediately inform the company's workers' compensation claims coordinator of the injury or illness so the coordinator can complete a First Report of Injury and submit it to the company's insurer. The workers' compensation claims coordinator will help the employee and the employee's supervisor arrange for appropriate medical treatment.

Neither the employer nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur before or after employee's working hours or during an employee's voluntary participation in any off-duty recreational, social or athletic activity arranged by the employer.

Employees may return to work as soon as they are medically able, to a position within the company compatible with any physical restrictions they may have. Current positions can be modified

to fit an injured employee's medical restrictions by modifying workstations, altering specific tasks or reducing hours.

Workers' compensation fraud is a punishable crime. Our organization and our insurer have a "zero tolerance" policy for fraud. Offenders will be prosecuted. If you think you see fraud happening, tell a supervisor or manager right away, or call our main office at (215) 465-500. Your tip will be investigated and kept strictly confidential.

EQUAL OPPORTUNITY POLICY

On Site Personnel is an Equal Opportunity employer. No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age or any physical or mental disability. No employee of the company will discriminate against any applicant or fellow employee because of the person's veteran status. On Site Personnel provides equal employment opportunity to all applicants on the basis of demonstrated ability, experience and training.

WORKPLACE & SEXUAL HARRASTMENT

On Site Personnel prohibits harassment based on race, creed, color, age, religion, sex, disability, national origin, marital status, sexual orientation, veteran status, genetic predisposition or status. Sexual or unlawful harassment interferes with work performance and creates an intimidating, hostile or offensive work environment. Sexual or unlawful harassment influences or tends to affect the career, salary, working conditions, responsibilities, duties or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment. **It will not be tolerated.**

Sexual harassment, as defined in this policy, includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature (e.g., signs and posters) or requests for sexual favors.

The creating of an intimidating, hostile and/or offensive working environment may constitute harassment. *Individuals who believe they have been subject to sexual or unlawful harassment should report the incident immediately to your direct supervisor on your assignment or to your OSC. It can be reported by phone or in person. It is important to notify someone as soon as possible. Every statement will be immediately investigated and acted on appropriately.* Any intentional sexual or unlawful harassment is considered to be a major violation of company policy and will be dealt with accordingly by corrective counseling and/or suspension or termination, depending upon the severity of the violation.

DRUG FREE WORKPLACE

On Site Personnel is committed to a drug-free, safe and healthy work environment for its employees. Onsite Personnel strictly prohibits the use, possession, solicitation for sale, conveyance, distribution or manufacture of illegal drugs, narcotics or controlled substances such as the abuse of prescription medication, alcohol in any amount or any manner on company or customer property or while on assignment. A positive drug and/or alcohol test result, refusal to test at the required time, refusal to be observed when required by company policy, an adulterated specimen, a substituted urine specimen, and admission of substance abuse constitutes a violation of Onsite Personnel policy resulting in disciplinary action up to and including termination. For cancelled tests/invalid results, where there is a cause for additional testing under more specific guidelines, Corporate HR will be contacted for determination on how to proceed. Subject to applicable state laws, the Company reserves the right to conduct drug screening and testing as a pre-employment requirement and for reasonable suspicion at any time during employment. Any violation of this policy shall result in an applicant not being hired or an adverse employment action up to and including immediate termination of an employee. On Site Personnel has the right to change this policy at any time as it requires.

EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received the On Site Personnel Employee Handbook and that I have read and understand the policies.

I understand that this Handbook represents only current policies and benefits, and that it does not create a contract of employment. On Site Personnel retains the right to change these policies and benefits, as it deems advisable.

I understand that the information I come into contact with during my employment is proprietary to On Site Personnel and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties or disclose it to any person or entity outside On Site Personnel.

I understand that I must comply with all of the provisions of the Handbook to have access to and use Company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to Company resources may be revoked, and I may be subjected to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with On Site Personnel safety and other procedures as outlined in this Handbook or in other documents.

Signature

Date

Printed Name