



# Employee Guide



## A MESSAGE FROM OUR CEO – Geno A. Cutolo

*Welcome to Staffmark!*

*We're excited you chose us as your job search partner, and we're looking forward to working with you to find a job that meets your needs. Whether you're looking for a short-term temporary position or a long-term position, we are committed to doing everything we can to make that happen.*

In addition to the great Staffmark team at your local office, we also have a number of resources available to you 24/7. You can use [MyStaffmark.com](http://MyStaffmark.com) to update your application, express interest in posted jobs, review your electronic pay stub once you're working, download your W2, and more. Our Staffmark job search app for iPhone and Android is another way for you to quickly and easily see what jobs are available in your area, and our Facebook, Twitter, Instagram, and LinkedIn pages have great information. Many of our offices also have local social media pages with jobs specific to that area so ask your Staffmark representative for the name of their local page.

Once again, welcome aboard and thank you for choosing Staffmark to be your job search partner.

Best,



Geno A. Cutolo  
President and CEO

# WELCOME TO STAFFMARK

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You are now part of the Staffmark family. The staff is happy to assist you in this important employment process. Please read the following information. It contains valuable guidelines for a successful partnership with Staffmark.

## **When you are successful...We're successful!**

You are always first and foremost with Staffmark! We call you when we have a job opening that best suits your skills and availability. We give you all the details of the position; the location, working hours, job description, pay rate and the name of the person(s) you will be reporting to. You decide if you want the assignment.

## **Once you accept the assignment**

- Please allow plenty of time on the first day to find your way around. Punctuality is very important! It makes both of us look professional in the eyes of the customer.
- It is Staffmark's policy that employees take meal and rest periods in accordance with state law. California: See Meal and Rest Period policy. When reporting to work on the first day, ask the customer site supervisor about the company's policies and practices regarding meal and rest periods. If you feel you are not being provided meal and rest periods, contact your Staffmark representative to discuss.
- Please do not read books, newspapers or use the customer's telephone for personal calls.
- When you have completed your assigned work, do not sit idle. Ask your customer site supervisor for more work or take it upon yourself to find additional work.
- Your Account Manager will recommend the appropriate dress for each assignment. Appropriate clothing and protective shoes are required for light industrial job sites.
- Please schedule personal appointments outside of your assignment work hours.

## **You can reach us 24 hours a day!**

Account Managers monitor our 24-hour answering service. Your call is very important to us. We're here to help.

## **Please call your Account Manager:**

- If you are unable to report to your assignment at the scheduled time, please call us at least two (2) hours before your reporting time. Please write down the name of the person you spoke to. This will give us ample time to find a replacement.
- If you need to cancel or change your assignment, please call us 24 hours before your reporting time.
- If you find another position.
- If a customer wants to hire you full-time.
- When your assignment ends. Please call us within the first 48 hours so we can arrange your next assignment.
- If you need to report a change of name, address, phone number or tax withholding status.
- If your job duties change. You may be entitled to a pay increase.
- If you know anyone wishing to use Staffmark's services.
- If you are injured on the job or if you witness any injury at your assigned workplace.
- If you are returning from a work-related injury, please call us as soon as your doctor releases you so we can arrange for a new assignment.
- If you are interested in an advertised position at any other Staffmark office, please contact your current Account Manager to discuss the openings. We're happy to help.

**In any situation, including those listed above; do not use our company website or social media (Facebook, Twitter, etc.) to inform Staffmark of your issue or situation.**

# GETTING PAID

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You will be paid on a weekly basis (unless otherwise specified at time of orientation for a specific assignment) as an employee of Staffmark. It is your responsibility to accurately and completely document your time worked each week. Your wages are based on an hourly rate for the time that you actually work unless otherwise indicated by your Staffmark representative for your assignment; some assignments may be classified differently. If you have a question on the classification, please contact your Staffmark representative. Lunch periods are not included. To ensure prompt payment, your time worked must be submitted by **10:00 a.m. Local Time each Monday**, following the Sunday of the week you worked. It is imperative that time records be submitted on time. Failure to submit your time by the deadline could affect the issuing of your paycheck in a timely fashion and could lead to disciplinary action.

## **Time Submission Methods**

- Individual Time Sheet –You are responsible for completing your time sheet accurately and in full; as well as having your customer supervisor sign the time sheet. You are also responsible for submitting your time sheet to Staffmark.
- Group Time Sheet – You are responsible for completing your portion of the group timesheet accurately and in full. Unless instructed otherwise, the customer supervisor will be responsible for signing the group time sheet and submitting to Staffmark.
- Electronic Time Keeping System – You are responsible for using the time keeping system to record your start, stop and lunch breaks accurately. You will not share your timekeeping access information with another individual, nor ask another individual to record your time. You are also responsible for reporting any inaccurate or missed time entries. It is the responsibility of the time keeping system's owner, generally the customer or Staffmark onsite representative, to download and submit your time to Staffmark Payroll.

When filling out an individual or group time sheet please remember to do the following:

1. Use an ink pen-press firmly and please print legibly
2. Enter your complete name and the last 4 digits of your social security number
3. Record the dates that you reported to work. (Please do not combine two different weeks or customers onto one time sheet. Contact your local branch office for an additional time sheet.)
4. Record the following times: Shift Start, Meal Period Start, Meal Period End, and Shift End
5. Record the total hours worked for the day and total hours worked for the week
6. Sign the time sheet.
7. Record the name of the company at which the work was performed (Individual Time Sheet)
8. Obtain supervisor signature (Individual Time Sheet)
9. Keep a copy of your time sheet for your records (Individual Time Sheet)
10. Please do not submit holiday pay benefit hours on your time sheet. Your time sheet should only reflect actual hours worked.
11. Errors and omissions can cause delays in payments. Examples of such errors and omissions include submission of time sheet without a signature or not reporting total hours worked.

## **Payment Methods**

Direct deposit or electronic paycard are our preferred methods of payment. If you decline direct deposit or electronic paycard, your payroll check will be mailed to the address of record provided on your application for employment. For employees without traditional banking relationships, we offer the option of the Skylight Pay Card. For more information on this product, please refer to your Account Manager or our Client Services Team.

## **Online Wage Statement (Pay Stub) Retrieval System**

- To gain access, log on to [www.mystaffmark.com](http://www.mystaffmark.com)
- User Name: The email address you used when you registered with Staffmark
- Password: The password you created when you registered with Staffmark
- Click on Wage Statements (Pay Stubs) and W2s
- Select a Check Date from the Check Date drop down menu
- Click on the Download Check link
- If you are unable to access My Staffmark, contact the Employee Support Line at 855-801-8451

**Client Services Contact Information - Telephone: 877-656-3020 Fax: 877-302-6708**

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## CHANGE IN DRIVER STATUS

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Staffmark will do our very best to provide you with opportunities that align with your skill sets. It is your responsibility to notify Staffmark immediately if you should experience a change in your work status such as:

- No longer qualifying as a commercial driver
- Invalid or revoked drivers license
- Exceeding moving violations limit/accident limit
- Having an expired or revoked medical card

Failure to do so may be cause for disciplinary action, up to and including termination without prior warning.

# AN EQUAL OPPORTUNITY EMPLOYER

Staffmark is committed to providing equal employment opportunity for all persons regardless of race, color, religion (including religious dress and grooming practices), sex, sexual orientation, gender, gender identity, gender expression, age, marital status, national origin, ancestry, citizenship status, pregnancy, medical condition, genetic information, mental and physical disability or military and veteran status. This policy is applicable to all phases of the employment relationship, including hiring, transfers, promotions, training, terminations, working conditions, compensation, benefits, and other terms and conditions of employment.

All Staffmark employees are directed to familiarize themselves with this policy and to act in accordance with it. All decisions with respect to employment matters and other phases of employer-temporary employee relationships will be in keeping with this policy and in accordance with all applicable laws and regulations.

Staffmark will:

- Recruit, hire, train, and promote individuals without regard to race, color, religion (including religious dress and grooming practices), sex, sexual orientation, gender, gender identity, gender expression, age, marital status, national origin, ancestry, citizenship status, medical condition, genetic information, pregnancy, mental and physical disability or military and veteran status. Base all employment decisions so as to further the principle of equal employment opportunity.
- Ensure that promotional decisions are in accordance with principles of equal employment opportunity by imposing only legitimate job-related requirements for promotional opportunities.
- Ensure that all other terms and conditions of employment such as compensation, benefits, transfers, layoffs, returns from layoffs, leaves of absence, company-sponsored training, social and recreation programs, and the like, will be administered in an equitable and nondiscriminatory manner.
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## **Legal Requirements**

Although there are several legal requirements that, as an equal opportunity employer, Staffmark must meet (such as those listed below), our conviction and commitments are not predicated on these requirements alone.

- Civil Rights Act of 1964 (as amended)
- Presidential Executive Order 11246 and 11375
- The Age Discrimination in Employment Act of 1967 (as amended in 1978)
- Local Laws
- California Fair Employment and Housing Act
- Rehabilitation Act of 1973
- Vietnam Era Veterans Readjustment Assistance Act of 1974

## **Sexual and Other Prohibited Forms of Harassment**

Staffmark is committed to maintaining a strict policy prohibiting harassment, including verbal, visual or physical conduct of a sexual or discriminatory nature. If you believe you are being harassed, you must promptly report the facts of the incident or incidents to your Staffmark Representative, Regional Human Resources Director, or the Corporate Human Resources Department via the HR Hotline 866-765-7544. All reported incidents will be handled confidentially. Staffmark will investigate the claim and take appropriate action. Employees shall not be subjected to retaliation for reporting incidents of harassment. Employees who take part in any form of harassment may be subjected to disciplinary action, up to and including termination.

## **Diversity and Inclusion**

Staffmark regards diversity and inclusion as fundamental to our business success and the achievement of our strategic goals. Our goal is to promote an inclusive high-performing culture that emphasizes our commitment to taking 100% responsibility for treating each other with respect and dignity by embracing and leveraging each other's talents and backgrounds to achieve our full potential and contribute to Staffmark's success.

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# LEAVE OF ABSENCE

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## **Medical or Family Care Leave of Absence**

Under the federal Family Medical Leave Act ("FMLA") and/or California Family Rights Act ("CFRA"), an unpaid leave of absence may be granted to employees who have worked for Staffmark for at least one (1) year, a minimum of 1,250 hours in the 12 months preceding the leave, and who are employed at a work site where 50 or more employees are employed by Staffmark within 75 miles of that work site. Such employees may be eligible for a leave where they have a bona fide need to care for a seriously ill parent, spouse or child, or for the birth or adoption of a child, or the placement of a foster child. In addition, eligible employees may be granted an unpaid leave of absence caused by their own serious health condition which prevents them from working. Eligible employees may qualify for Military Caregiver Leave or Military Qualifying Exigency Leave under the FMLA, as defined below. All leaves under this policy are referred to as "Medical or Family Care LOA." Unless stated otherwise, the maximum allowable time for any Medical or Family Care LOA under this policy is 12 weeks per a rolling 12 month period. Where possible, Medical or Family Care leaves of absences under both FMLA and CFRA will run concurrently.

## **Employee Notice**

Employees must provide sufficient information for Staffmark to determine if the leave may qualify as a Medical or Family Care LOA, as well as the expected 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 that support the need for Military Caregiver Leave or Military Qualifying Exigency Leave as indicated below. Employees also must inform Staffmark if the requested leave is for a reason for which Medical or Family Care LOA was previously taken or certified. When possible, Staffmark requests 30 days notice of the need for leave in order to plan for work coverage. If 30 days notice is not possible, then employees must provide as much notice as practicable under the circumstances and must follow Staffmark's call-in and/or attendance policies.

## **Company Notice**

Once an employee provides sufficient information, Staffmark will notify the employee (a) whether he or she is eligible for Medical or Family Care LOA and, if so, (b) whether any additional information is required, and (c) the employee's rights and responsibilities regarding such a leave. Staffmark will also notify an eligible employee who has requested Medical or Family Care LOA if the requested leave will be designated as FMLA/CFRA protected leave and counted against the employee's leave entitlement.

If Staffmark determines an employee is not eligible for Medical or Family Care LOA, Staffmark will provide at least one reason for ineligibility. Staffmark will also inform the employee if it determines that the requested leave does not qualify for FMLA/CFRA protection.

Employees not eligible for a Medical or Family Care LOA may be eligible for an unpaid leave of absence due to their own disability or medical condition, which will be assessed by Staffmark on a case-by-case basis. Staffmark cannot guarantee reinstatement to employment at the conclusion of such a leave.

## **Serious Health Condition**

To qualify for a Medical or Family Care LOA, an employee must have a 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 three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy (under FMLA only), or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

# LEAVE OF ABSENCE

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## **Certification of Need for Medical or Family Care LOA**

Staffmark may require an attending health care provider's certification of the employee or family member's serious health condition. Staffmark may also require periodic recertification supporting the need for leave. In any case in which Staffmark has reason to doubt the validity of any medical certification provided to support an employee's request to take Medical or Family Care LOA because of the employee's own serious health condition, Staffmark may require the opinion of a second and third health care provider consistent with state and federal law.

## **Military Qualifying Exigency Leave**

Eligible employees under FMLA may be provided up to twelve (12) weeks of leave in a rolling 12 month period when the employee has a qualifying exigency arising out of the fact that a spouse, son, daughter, or parent is on covered active duty or has been called to covered active duty in the National Guard or Reserves or is a member of the Armed Forces who has been deployed to a foreign country. "Qualifying exigency" is defined by law as: (1) short-notice deployment, (2) military events and related activities, (3) childcare and school activities, (4) financial and legal arrangements, (5) counseling, (6) rest and recuperation, (7) post-deployment reintegration briefings, and (8) additional activities where the Company and employee agree to the leave. Time off for Military Qualifying Exigency Leave counts towards the 12-week maximum allowable time for Medical or Family Care LOA under FMLA.

## **Military Caregiver Leave**

Eligible employees under FMLA may be provided up to 26 weeks (one-half year) of leave during a single 12-month period to care for a covered service member. A covered service member is the employee's spouse, son, daughter, parent, or next of kin (meaning "nearest blood relative" or person "specially designated") who is recovering from a serious injury or illness which occurred or was aggravated in the line of duty on active duty in the Armed Forces, National Guard, or Reserves, and which may render the service member medically unfit to perform his or her military duties; or for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list, and includes veterans who were members of the Armed Forces any time during the past five (5) years, who develop an illness or injury or who aggravated an existing injury during active duty. An employee may take a maximum combined total of 26 weeks of leave for Military Caregiver Leave and Medical or Family Care LOA or Military Qualifying Exigency Leave in a single 12-month period.

## **During Medical or Family Care LOA**

Employees need not use their Medical or Family Care LOA entitlement in one block. Such a leave may 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 to not unduly disrupt Staffmark's operations.

If you miss a payroll deduction for benefits, to avoid a break in coverage you must make direct payments to our benefits provider. Instructions for doing so may be found in your benefits application and summary plan description that was provided to you at the time of enrollment. After six consecutive weeks without a payroll deduction or a direct premium payment, coverage will be terminated and COBRA information will be sent to your attention.

## **Returning to Work from Medical or Family Care LOA**

Employees returning to work upon conclusion of the Medical or Family Care LOA will be returned to their original position or to an equivalent position with equivalent pay and benefits, provided such job would have been available had the employee not taken the leave. Prior to returning to work, where the leave of absence is for the employee's own serious health condition, the employee must provide Staffmark with certification from the attending health care provider indicating the employee is able to resume his or her work.



# LEAVE OF ABSENCE

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Failure to return to work from a Medical or Family Care LOA on the designated date may be interpreted as the employee's voluntary resignation. If the employee returns to work outside of the legally allotted time for such a leave, the employee will only be reinstated if there is an available open position which they are qualified to fill.

## **FMLA/CFRA Protections**

Use of any of the leaves permitted by the FMLA and the CFRA cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave. It is unlawful for employers to interfere with, restrain, or deny the exercise of any right provided under the FMLA or the CFRA or to discharge or discriminate against any person for opposing any practice made unlawful by either law or for involvement in any proceeding under or relating to the FMLA or the CFRA. The FMLA does not affect any federal or state law prohibiting discrimination, or supersede any state or local law or collective bargaining agreement which provides for greater family or medical leave rights.

If employees believe that they have been aggrieved, they may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

## **Pregnancy Leave of Absence (California Only)**

A pregnancy-related leave of absence will be granted in accordance with the regulations of the State of California Department of Fair Employment and Housing. Employees disabled due to pregnancy are eligible for a maximum of up to four (4) months leave per pregnancy, (based on a monthly average of the hours worked over the four months prior to the beginning of the leave), upon medical certification of the health care provider that the employee is disabled due to pregnancy. Additionally, if the health care provider certifies a transfer to lighter duty, Staffmark will attempt to provide light duty if possible. Upon return from the leave of absence, the employee will be returned to her same position; however, in certain circumstances, reinstatement may be impossible. Such circumstances may include being in a layoff situation, a plant closure, or if the employee's absence would substantially undermine Staffmark's ability to operate the business safely or efficiently.

Pregnancy leaves of absence will run concurrently with time off under the FMLA but will not be counted against an employee's time off available under the CFRA.

If you miss a payroll deduction for benefits, to avoid a break in coverage you must make direct payments to our benefits provider. Instructions for doing so may be found in your benefits application and summary plan description that was provided to you at the time of enrollment. After six consecutive weeks without a payroll deduction or a direct premium payment, coverage will be terminated and COBRA information will be sent to your attention.

At the conclusion of the pregnancy-related leave of absence, a medical certification from the health care provider stating the employee is released to return to work will be required. All requests for pregnancy-related leaves of absence should be received, if possible, at least thirty (30) days prior to the start of the leave. Returning employees should notify Staffmark at least five (5) work days prior to return. Employees failing to return on the assigned date may be considered to have voluntarily resigned. If the employee returns to work outside of the legally allotted time for such a leave, the employee will only be reinstated if there is an available open position which they are qualified to fill.

# LEAVE OF ABSENCE

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## **Military Leave**

Military leave shall be granted in accordance with federal and state regulations concerning re-employability/leaves of absence for veterans. A copy of the employee's official military orders must accompany the leave without pay request.

## **Military Spouse/Registered Domestic Partner Leave**

The spouse or registered domestic partner of a "qualified member" of the Armed Forces, who works an average of twenty (20) hours per week, may be eligible to take up to ten (10) days of unpaid leave during the time in which the employee's spouse or registered domestic partner is on leave from deployment during a period of military conflict.

To be eligible for the leave, the employee must provide notice within two business days of receiving official notice that the employee's spouse or registered domestic partner will be on leave from deployment and that the employee intends to take leave. Additionally, the employee may be required to submit written documentation to Staffmark certifying that the employee's spouse or registered domestic partner will be on leave from deployment.

## **Time off to Appear at a Child's School**

Employees who are employed at a work site with twenty-five (25) or more employees and who give reasonable advance notice to their supervisor, will be granted time off without pay to (1) appear at their child's school or qualified day care facility when the parent is required to do so by the school or qualified day care facility, or (2) up to forty (40) hours per year to visit the school or qualified day care facility of their child(ren). An employee will be granted a maximum of eight (8) hours per month of time off under this policy.

Documentation from the school or qualified day care facility verifying the visit must be provided to the employee's supervisor upon returning to work.

# HIPAA PRIVACY INFORMATION FOR EMPLOYEES

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**Please be aware:**

HIPAA (Health Insurance Portability and Accountability Act) requires all employers to protect the privacy of personal health information that it maintains about its employees.

**Your responsibilities under HIPAA:**

In your role as a Work Site Employee for Staffmark your position may require you to access personal health information or have discussions with the customer's employees regarding their health status. If so, you also need to follow the customer's company's procedures for protecting the privacy of this information. If this applies to you or you have any questions, ask your immediate supervisor for guidance and a copy of the customer's company privacy policy.

**Important information about the HIPAA privacy rule:**

1. The HIPAA Privacy Rule applies to employers sponsoring the following employee benefit plans:
  - Medical, dental, vision, prescription drug, flexible spending accounts, employee assistance programs, and health maintenance organizations (HMO's).
2. The Privacy Rule is designed to protect plan participants from misuse of their personal health information. This includes:
  - Insurance companies or other 'Covered Entities' using the data for other than plan administrations without the employee's authorization.
  - The Plan Sponsor (Company) from using PHI to make employment decisions (hiring, terminating, promoting).
3. PHI is Protected Health Information. It is:
  - Any information that describes the past, present, or future physical or mental health or the condition of an employee.
  - The provision of health care to an individual or the payment of a past, present or future health care claim – any records from the above employee benefit plans.
  - PHI includes:
    - Individual medical, mental health, dental, EAP, or vision records.
    - E-mails that include discussions about an employee's health or medical condition.
    - Electronic files containing information about employees that may include individually identifiable health information (i.e., claims utilization data, stoop-loss coverage reports, etc.).
    - Personal written notes or files from conversations with employees or others about an employee's health or medical condition or those of other plan participants (i.e., employee's covered dependents).
4. More specifically, PHI is any health information that can identify a person. For example, it's PHI if the health information also shows:
  - Date of birth, gender, medical records number, health plan beneficiary numbers, address, zip code, phone number, e-mail address, fax number, IP address, license numbers, full-face photographic images, or social security number.
5. PHI does not apply to employment records held by an entity in its role as an employer.
6. To comply with the privacy laws, Companies have established policies and procedures for all management and supervisory staff to follow. Companies must train its staff and communicate the Privacy Rule to managers and supervisors or anyone who potentially could use or disclose an employee's PHI. If you have questions about the HIPAA policies and procedures at the customer where you are working, please contact your immediate supervisor to ask for more information or a copy of the privacy policy.

# NON-REGULATED SUBSTANCE ABUSE POLICY

Effective August 1, 1989, Staffmark implemented a Substance Abuse Policy. This policy is necessary for the safety, security, and well being of all employees and customers. The Substance Abuse Policy includes temporary, leased, and internal employees.

Staffmark is committed to honoring and enforcing our customers' drug free workplace policies, as well as our own.

Applicants and employees of Staffmark may be required to submit to drug and alcohol screening for the following reasons. You may be required to submit to a pre-employment or pre-assignment drug screening. You may be required to drug test immediately (within 24 hours) after an on-the-job injury and when requested for probable cause or reasonable suspicion. Reasonable suspicion can be found based on observed symptoms or other credible evidence. You may be required to participate in a group (company-wide, shift, etc.) drug screen if requested by Staffmark's customer. If you are requested to screen by Staffmark or treatment facility, you must do so immediately or it will be considered a refused test (DOT requirements are in addition to Staffmark's internal requirements).

Any employee who is injured on the job must drug test immediately (within 24 hours) and may also be required to take an alcohol test at Staffmark's sole discretion. Refusal to take a drug or alcohol test, a positive test result, an unacceptable specimen, or two invalid drug tests will be grounds for disciplinary action, up to and including immediate termination and may jeopardize your workers' compensation benefits. In some states, you may be required to pay for your drug test.

Employees having valid physician's orders and prescriptions for controlled substances should be able to provide proof of same to Staffmark upon request. Any employee who is taking medication prescribed by a physician should notify Staffmark immediately if employee's work performance could be impaired. Staffmark reserves the right to remove from assignment, any employee consuming prescribed medication that may jeopardize the employee's or other employees' safety.

Employees who voluntarily come forward to management, prior to a situation requiring testing and who cooperate with Staffmark with regard to treatment, may not be subject to discipline. An employee who requests a leave of absence to enter a drug or alcohol rehabilitation program will be reasonably accommodated with an unpaid leave of absence, as required by law, to enroll in such a program if such an accommodation is not an undue hardship on Staffmark. Employees voluntarily entering a drug or alcohol rehabilitation program may be required to provide medical validation of satisfactory completion of the program. Employees returning to work following satisfactory completion of a rehabilitation program may be subject to drug or alcohol tests without prior notice for up to one (1) year following the return date. A recurrence of a positive drug or alcohol test following return to work may lead to disciplinary action up to and including termination.

# REGULATED CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

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This policy established the Controlled Substance and Alcohol Testing Program for the Staffmark Transportation group. Staffmark has a Designated Employer Representative (DER) to answer driver questions about this policy and materials provided to drivers in conjunction with this policy. This policy contains an overview of the requirements mandated by the Regulations. All drivers should refer to the Regulations for the actual requirements.

## **Coverage**

All Staffmark Transportation Drivers will be covered by this policy. Staffmark has a separate Substance Abuse Policy which covers employees not required to possess a CDL. Those provisions of Staffmark's Substance Abuse Policy which do not conflict with the provisions of this Policy and the Regulations also apply to you.

## **Definitions**

"Adulterated specimen" means a specimen that contains a substance that is not expected to be present in human urine, or that contains a substance expected to be present but is at a concentration so high that it is not consistent with human urine.

"Designated employer representative" or "DER" means an individual identified by Staffmark as able to receive communications and test results from service agents and who is authorized to take immediate actions to remove employees from safety-sensitive duties and to make required decisions in the testing and evaluation processes. Your DER is your Safety Department representative.

"Diluted specimen" means a specimen with creatinine and specific gravity values that are lower than expected for human urine.

"Medical Review Officer" or "MRO" means a licensed physician responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating explanations for certain drug test results.

"Safety-sensitive functions" means any of those functions identified under 49 CFR § 382.107. Generally, a driver is considered to be performing safety sensitive functions during any period of time in which the driver begins to work or is required to be in readiness to work until the time the driver is relieved from work and all responsibility for performing work.

"Substance abuse professional" or "SAP" means a licensed physician or other similarly qualified individual under the Regulations who evaluates drivers who have violated a DOT drug and alcohol regulation and makes recommendations concerning education, treatment, follow-up testing, and after care.

"Substituted specimen" means a specimen with creatinine and specific gravity values that are so diminished that they are not consistent with human urine.

## **Prohibitions**

### ***Controlled Substances***

No driver shall report for duty or remain on duty requiring the performance of any safety-sensitive function when the driver is using any "controlled substance", as defined by the Regulations, except when the use is directed by the instructions of a licensed medical practitioner, as defined in § 382.107, who has advised the driver the substance will not adversely affect the driver's ability to safely operate a commercial motor vehicle. You must notify the DER, in writing, if you are using any therapeutic drug. No driver shall report for duty, or remain on duty requiring the performance of safety-sensitive functions, if the driver tests positive for controlled substances or has adulterated or substituted a test specimen for controlled substances.

# REGULATED CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

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## ***Alcohol***

No driver shall perform any safety-sensitive functions within eight (8) hours after using alcohol. No driver shall be on duty or operate a commercial motor vehicle while the driver possesses alcohol, unless the alcohol is manifested and transported as part of a shipment. No driver subject to taking a post-accident alcohol test shall use alcohol for eight (8) hours following the accident, or until the driver undergoes a post-accident alcohol test, whichever occurs first.

## ***General***

No driver shall, or attempt to, adulterate or substitute any specimen for controlled substance testing. A driver shall be considered to have tested negative if the driver provides a negative diluted specimen. The driver may be required to submit to another test.

## **Testing**

### ***Types of Substances***

#### ***Controlled Substances***

Drivers will be tested for the following controlled substances:

- Marijuana
- Cocaine
- Opiates
- Amphetamines
- Phencyclidine (PCP)

#### ***Alcohol***

Drivers will also be tested for alcohol under the circumstances identified in this policy.

#### ***Circumstances for Testing***

Testing will be performed under the following circumstances:

1. Pre-employment – No new driver will be allowed to perform safety-sensitive functions until the driver has undergone pre-employment testing for controlled substances and Staffmark receives written notification of a negative result from the MRO.
2. Post-Accident – All Company drivers will be subject to controlled substances and alcohol tests as soon as practicable following an accident if the accident results in:
  - a. The loss of human life;
  - b. The accident involved bodily injury to a person who, as a result of the injury, immediately receives medical treatment away from the scene of the accident and the Staffmark driver receives a citation for a moving traffic violation arising from the accident within eight (8) hours (for alcohol) or within thirty-two (32) hours (for controlled substances); or
  - c. One or more motor vehicles incurs disabling damage as a result of the accident which requires the vehicle to be transported away from the scene by a tow truck or other vehicle and the Staffmark driver receives a citation for a moving traffic violation arising from the accident within eight (8) hours (for alcohol) or within thirty-two (32) hours (for controlled substances).

# REGULATED CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

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You must remain readily available for post-accident testing, except for the period of time necessary for you to obtain assistance in responding to the accident, or to obtain necessary emergency medical care. Failure to submit to such testing will result in disciplinary action, including termination of employment.

3. Random – Each year, Staffmark branch offices will test the percentage of its drivers for drugs and alcohol as required by the regulations. If the random selection is for alcohol testing, the drivers should be tested either while they are driving, immediately before driving, or immediately after driving. When notified of selection for random drug or alcohol testing, you shall proceed immediately to the collection site and shall follow all instructions of and cooperate with collection site personnel. Failure to submit a random drug test will result in disciplinary action, up to and including termination.

4. Reasonable Suspicion – Reasonable suspicion tests will be conducted when Staffmark has reasonable grounds to suspect that an employee is under the influence of drugs and/or alcohol. Reasonable suspicion alcohol testing under this policy shall be conducted only while the driver is performing safety-sensitive functions. Drivers must submit to alcohol and controlled substances testing as required by the Regulations or face disciplinary action, including termination.

5. Non DOT work related injury/accident – Except where superseded by federal, state or local law, any employee experiencing an accident or incident resulting in personal injury to any person or damage to any property belonging to Staffmark or to a Staffmark customer, without regard to the degree or seriousness of the injury or damage, may be required to submit to a screening test for drug and/or alcohol use in accordance with Staffmark's drug testing process. In the case of injury, the absence of a need for medical attention will not automatically negate the requirement for a drug test. If an employee's test is found to be positive, the employee will be terminated and ineligible for any further employment through Staffmark. The employee's workers' compensation claim will include the results of the drug test and Staffmark will make every effort to deny the claim. If Staffmark has reasonable suspicion to believe a driver has violated the prohibitions of this policy or the Regulations, Staffmark shall require the employee to submit to reasonable suspicion drug and/or alcohol testing in accordance with the Regulations.

## **Actions for Violations of this CDL Policy**

### ***Pre-Employment/Applicants for Employment***

Any applicant for driver who tests positive/positive dilute for illegal drugs shall not receive any further consideration for employment.

### ***Employment/Drivers***

Any driver who violates the Prohibitions in this policy, including any driver who tests positive/positive dilute by a confirmed test for a controlled substance or alcohol, will be discharged.

## **Specimen Collection and Laboratory Requirements**

An approved United States Health and Human Services ("HHS") laboratory will be used for all specimen analysis under procedures approved in the Regulations. Staffmark and the approved HHS laboratory will utilize procedures approved by HHS and the Regulations to test for the presence of alcohol and controlled substances, protect the driver and the integrity of the testing processes, safeguard the validity of the test results, and ensure that those results are attributed to the correct driver.

# REGULATED CONTROLLED SUBSTANCE AND ALCOHOL TESTING PROGRAM

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## **Medical Review Officer**

Your Staffmark branch office is part of a medical consortium, which acts as the MRO for the Program. The MRO shall make the final decision as to positive vs. negative test results in accordance with the applicable Regulations.

## **Record Keeping**

The Company will treat as confidential the results of any testing performed under this policy and will provide the results strictly on a need-to-know basis or as may be legally required.

## **Refusal to Submit to a Test**

The following circumstances shall constitute refusal to submit to a controlled substances and/or an alcohol test:

- Failure to provide a urine specimen and/or a breath sample as required by this policy, unless there is a legitimate medical reason for lack of ability to provide the urine specimen or breathe sample.
- Failure to report to a collection site within a reasonable time and as directed by a customer supervisor or Staffmark.
- Failure to cooperate with Staffmark in any way related to drug and alcohol testing and to the provisions of this policy.
- Failure to cooperate with collection site employees.
- Failure to submit to direct observation of specimen collection or failure to provide a specimen under direct observation either of which results from any attempt to substitute or adulterate the specimen/sample.
- Failure to submit to a post accident test within the time frame and in accordance with this policy and the Regulations.
- Failure to remain available for a post accident test.
- A verified adulterated or substituted test result.
- Failure to cooperate or communicate with the MRO as required by the Regulations.
- Failure to comply with any of the requirements imposed on drivers by the Regulations.

The penalty for violation of this section for drivers shall be immediate discharge. Applicants who perform similar acts shall not be considered for employment and shall be denied future employment opportunities.

## **Conflict with Regulations/Severability**

If any provision of this policy is deemed to be in conflict with the Regulations, any conflict created by the Company is unintended and the Regulations shall control. If any portion of this policy is determined by an authorized agency or court to conflict with the Regulations and is deemed invalid, the remaining provisions shall be considered valid.



# STANDARDS OF CONDUCT POLICY

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## **Employment Guidelines and Company Policies:**

Staffmark expects all employees to observe certain standards of behavior while at work. These standards are not intended to restrict an employee's legitimate rights, but are for the safety and well-being of all Staffmark employees. These standards apply equally to all employees.

Disciplinary action for non-professional behavior may include, but is not limited to, the following: verbal reprimand, written reprimand, suspension, demotion, or termination. Staffmark reserves the right to enforce these disciplinary measures as it deems necessary.

It must be remembered that Staffmark employs its employees at-will which permits Staffmark to change the terms and conditions of employment with or without notice, with or without cause, including, but not limited to, termination, demotion, promotion, transfer, compensation, benefits, duties, and locations of work. Accordingly, either the employee or Staffmark can terminate the employment relationship at any time with or without cause at either party's option with or without notice.

The following actions on the part of an employee, while not all inclusive, may be cause for disciplinary action, up to and including termination without prior warning:

- Not showing up for an assignment without proper notice (two hour notice when running late or calling off).
- No longer qualifying as a commercial driver
- Walking off a job assignment without authorization and without providing proper notification or reason to a supervisor and Staffmark representative.
- Quitting an assignment without 24-hour notice, this includes working your next scheduled shift.
- Poor attendance resulting in the cancellation of an employee from the assignment.
- Not notifying Staffmark within 48 hours of completing your assignment. After this contact, you must contact Staffmark on a weekly basis and state that you are available to be considered for future assignments. Failure to maintain contact with Staffmark after your assignment ends may affect your eligibility for unemployment benefits.
- Unauthorized use of customer's equipment while on assignment or failure to return any company issued equipment.
- Unauthorized use of a mobile phone, smartphone (Blackberry, etc) or any other communication device during working hours.
- Failure to comply with customer's policies.
- Violation of Staffmark or customer safety policies and/or procedures while on assignment.
- Unprofessional/inappropriate conduct on assignment or toward a Staffmark representative, including insubordination.
- Refusal to take drug test or a positive drug screen (two invalid drug screens without medical explanation is considered a positive drug screen).
- Employee will be terminated if they traffic in, report to work under the influence of, or possess any alcohol or illegal drugs at work.
- Falsification on any employment related documents.
- Contacting a customer without prior authorization from Staffmark.
- Possession of weapons on Staffmark or customer property unless allowed by State law.
- Positive drug and/or alcohol test.
- Violation of company policy on harassment or discrimination.

**Immediate termination due to violation of any employment guidelines listed above may result in any outstanding paychecks being reduced to minimum wage based on state requirements.**

# ANTI-HARASSMENT/NON-DISCRIMINATION POLICY

Staffmark is committed to maintaining a work environment that is free of harassment and discrimination. In keeping with this commitment, Staffmark will not tolerate any form of harassment or unlawful discrimination against our employees by anyone, including managers, other employees, vendors, customers, or applicants. All employees are expected to avoid any behavior or conduct that could reasonably be interpreted as harassment by employees or persons who do business with Staffmark.

Harassment consists of unwelcome or offensive conduct whether verbal, physical, or visual that is based upon a person's protected status, such as race, color, religion, sex, sexual orientation, gender identity, age, marital status, national origin, citizenship status, disability or veteran status. Harassment includes conduct that ridicules or shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends, or associates. Retaliation against employees is expressly prohibited and will not be tolerated. This includes, but is not limited to, employees reporting incidents of discrimination or harassment, filing a formal complaint, or assisting in an investigation.

Staffmark is also committed to maintaining a work environment free to bullying. Bullying is the unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Some examples of bullying are below, but not limited to:

- Verbal Communication
- Manipulating the Work Environment
- Psychological Manipulation
- Mobbing

Staffmark has a zero tolerance policy for any type of bullying, harassment or discrimination, regardless of protected class status.

**Sexual Harassment is defined by law to include the unwelcome sexual advances or requests for sexual favors, which:**

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (example: a promise of continued employment or a threat of termination based on submission).
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual (example: poor job evaluations or failure to increase income as a result of rejection of such conduct); or
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment (example: lewd comments, dirty jokes, nude pictures, obscene gestures, etc.)

Behavioral that does not rise to the level of illegal harassment as defined by law may still be unacceptable in the workplace and a violation of this policy subjecting an employee to disciplinary action up to and including termination.

# ANTI-HARASSMENT/NON-DISCRIMINATION POLICY

## **Examples of Sexual Harassment:**

- Requests for sexual favors for a raise, promotion or better assignment.
- Threats of retaliation if sexual favors are not returned.
- Off color jokes.
- Dirty pictures, cards, cartoons, and magazines.
- Suggestive or offensive email.
- Any type of physical interaction such as touching, pinching, or patting.
- Staring, leering, or any form of intimidation.
- Suggestive or offensive verbal comments, questions or music.
- Repeated comments about sexual behavior outside of work.
- Remarks made about a person's body, clothes, looks, anatomy or manner of walking.
- Discussing one's love life.
- Asking about sexual fantasies, preferences or history.
- Telling lies or spreading rumors about a person's sexual orientation.

## **What should I do if I am harassed?**

- First and foremost, tell the person to stop the unwanted behavior and that if they don't, you will notify your Staffmark Branch Representative or Staffmark Human Resources. You must take an active role in stopping the harassment.
- If the person harassing you is your supervisor, contact your Staffmark Branch Representative or Staffmark Human Resources (telephone (866) 765-7544).
- Notify your Staffmark Branch Representative or Staffmark Human Resources (telephone (866) 765-7544) immediately.

## **Investigation of Complaints**

Staffmark will investigate all alleged harassment complaints and take disciplinary action as required to remedy the situation. There will be no retaliation against any employee who, in good faith, files such a complaint. Investigations will be confidential and information obtained during the complaint procedure and investigation will be only shared with those individuals on a need-to-know basis. When the investigation discloses a violation of this policy, appropriate disciplinary action will be taken and feedback given to the complaining employee.

## **What if I am found guilty of harassment?**

- There will be zero tolerance for any type of harassment or discrimination.

**Individuals found guilty are subject to appropriate disciplinary action, up to and including termination.**

# COMPANY PROPERTY & CONFIDENTIALITY POLICIES

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## **Company Property Policy**

Certain employees are issued tools, safety equipment, uniforms, portable computers, cellular phones, or other property of Staffmark or its customer which Staffmark or the customer considers essential for the satisfactory performance of the job. Employees are expected to treat equipment of Staffmark and its customers carefully in order to preserve its usefulness. Employees may be asked to pay for equipment of Staffmark or its customer which is damaged through abuse or loss. Improper treatment of the property of Staffmark or its customer may result in disciplinary action up to and including termination.

## **Confidentiality Policy**

During the course of employment with Staffmark, employees may be given, or have access to, confidential and/or trade secret information pertaining to Staffmark's business or the business of Staffmark's customer. All confidential information is disclosed or revealed to employees with the understanding that such information is considered to be secret and proprietary to Staffmark and its customer and is a valuable commercial asset of Staffmark and its customer. As such, during and subsequent to the time of employment with Staffmark, employees are not to make use whatsoever, directly or indirectly, of Staffmark's or its customer's confidential information except for the purposes specified by Staffmark and its customer or required to perform their job for Staffmark. Employees may not remove such information from Staffmark or its customer in any form or medium, nor may they use such information in connection with work performed for their personal benefit or for the benefit of any other person, firm, or corporation. Employees may not reveal, disclose, identify, or otherwise provide confidential information to any other person, firm, corporation, or other entity, including the general public.

# BUSINESS CONDUCT POLICY & SOCIAL MEDIA POLICY SUMMARY

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## **Business Conduct**

Employees must conduct all business activities in a way that is consistent with the company standards. Unethical behavior is wrong and can damage the company. Unfortunately, rules are sometimes broken. The company must know about these violations so prompt and appropriate action may be taken. To help assure that the Company's standards of business conduct is enforced all employees must understand and accept their obligation to report any violation and know that they can do so in confidence and without fear of retaliation.

If you have knowledge of any activity that is or maybe a violation of the company's standards of business conduct, you must report such activity promptly to your supervisor, another member of management or the human resources department at (866) 765-7544 or email AskHR@staffmark.com. Harassment or retaliation against an employee for making a disclosure to the helpline or any member of management is prohibited by company policy. You also have the option of visiting our website and leaving feedback for us there. You may access the feedback portion of our website at: <http://www.staffmark.com/feedback/>. Deliberately making a false report is also prohibited and may be subject to disciplinary action up to and including termination.

## **Social Media Policy Summary**

The information provided here regarding Staffmark's Social Media Policy is a summary highlighting key aspects of the policy. A copy of Staffmark's full Social Media Policy will be provided to you at any time upon request. Failure to abide by these guidelines may result in disciplinary action, up to and including termination.

**Staffmark fully respects the legal rights of our employees. In general, what you do on your own time is your affair. However, activities in or outside of work that affect your job performance, the performance of others, or Staffmark's business interests are a proper focus for company policy. If you participate in Social Media, please follow these guiding principles.** Please note that nothing in this policy is intended to inhibit Staffmark employees from communicating among themselves and with management regarding working conditions and other issues of importance. Open discourse is encouraged and the company's doors are always open.

## **Your Responsibility**

What you write or post on any Social Media is ultimately your responsibility and requires good judgment. Do not use language or express views that are harassing, libelous or misrepresent the truth. Staffmark's company standards as well as its discrimination, equal employment opportunity and harassment policies apply to your social medial communications.

## **Respect Your Audience And Coworkers**

Staffmark employees, both internal and temporary, as well as our customers, reflect a diverse set of customs, values, and points of view. Do not be afraid to be yourself, but do so respectfully. This includes not only the obvious (no ethnic slurs, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory—such as politics and religion. If you are blogging or self-host your own blog, use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of Staffmark.

## **Protect Staffmark's Customers, Business Partners, and Vendors**

Customers, business partners, or vendors should not be named or obviously referenced without their approval. Externally, never identify a customer, partner, or vendor by name without permission and never discuss confidential details of a customer engagement. This would include discussing specific service models, tools, processes, pricing, or other programs used at a customer site.

# BUSINESS CONDUCT POLICY & SOCIAL MEDIA POLICY SUMMARY

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## **No Expectation of Privacy**

Staffmark reserves the right to: 1) Monitor and retrieve information from Staffmark's electronic and information systems, including, but not limited to its electronic mail, voice mail and computer system, to assure that its property is being used appropriately; and 2) Disclose or use any information found in these systems. Employees do not have a personal privacy right in any matter created, received, sent, or stored in Staffmark's systems. Finally, employees should only disclose information or messages from these systems to authorized persons. This includes accessing Staffmark's networks through personal computers or mobile phones.

## **Complaints or to Report Abuse**

Please contact the Human Resources department at [AskHR@staffmark.com](mailto:AskHR@staffmark.com) to report any abuse or to resolve complaints. You can also reach Human Resources by telephone at 866-765-7544 or via the Employee page on the Staffmark Website ([www.staffmark.com](http://www.staffmark.com)).

The Company will investigate and respond to all violations of the social media policy and guidelines and other related policies. Violation of the policy may result in disciplinary action up to and including immediate termination. Discipline or termination will be determined based on the nature of the issue and other factors. The Company reserves the right to take legal action if deemed necessary to protect the Company, employees, clients or any other affiliated individual or group.

# MEAL PERIOD AND REST BREAK OBLIGATION ACKNOWLEDGEMENT – CALIFORNIA LOCATIONS

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I understand that California law and Staffmark policy require that I must be provided a meal period of no less than 30 minutes whenever I exceed 5 hours in a work day. The meal period must begin before I exceed 5 hours of work. I understand that if my total work hours are 6 hours or less, I can voluntarily waive the meal period. I understand that if I work more than 6 hours, I cannot waive this first meal period. (If you have any questions regarding meal period waivers, please contact your Staffmark representative.)

I understand that if I work more than 10 hours in a workday, I am required to take a second meal period unless my total work hours for the workday are 12 hours or less, in which case I can voluntarily waive the second meal period. I understand that if I work more than 12 hours or if I did not take my first meal period, I cannot waive this second meal period. This second meal period must begin before I exceed 10 hours of work.

I understand that these meal periods are unpaid, off-duty meal periods and may be no less than 30 minutes each. I understand that I may not perform any work during these periods. I understand it is my obligation under the law and Staffmark policy to take meal periods of at least 30 minutes within the time periods identified above, unless otherwise waived.

I understand that I am entitled to a rest break of 10 minutes net rest for every 4 hours of work or major portion of four hours. I understand that the rest break should be taken as close to the middle of each work period as possible. I understand that rest break time will be counted as hours worked. The following table identifies the number of rest breaks to which I am entitled based upon my hours of work in a workday.

HOURS OF WORK	10-MINUTE REST BREAKS
0.0 – 3.5	0
3.5 – 6.0	1
6.0 – 10.0	2
10.0 – 14.0	3
14.0 – 18.0	4

I understand that a violation of these requirements is a violation of the law and Staffmark policy and, therefore, that I may be subject to discipline, up to and including termination, if I violate this policy.

If I am denied a meal period or rest break to which I am entitled, or if I am not provided a meal period or rest break as required by law and Staffmark policy, I agree to notify my supervisor within 24 hours so that the matter can be fully investigated and appropriate corrective action can be taken. In accordance with CA law, employers are required to provide all employees working outdoors for extended periods of time a recovery period. A recovery period is defined as a cool down period to prevent heat related illnesses. Staffmark encourages all employees to take a cool down rest in the shade for a period of no less than five minutes at a time. Employees are permitted to these recovery periods at their discretion. Should you not be provided the opportunity to take these recovery periods while on assignment and working outdoors for extended periods of time, please contact your Staffmark representative immediately.

I acknowledge that I have read this policy, I understand the rules regarding meal periods and rest break, and I agree to adhere to its provisions.

# WORKPLACE VIOLENCE POLICY

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Staffmark has adopted a zero tolerance policy for workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Staffmark or which occur on Staffmark or our Customer property will not be tolerated.

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at Staffmark or to create a hostile, abusive, or intimidating work environment for one or several Staffmark or Customer employees. Examples of workplace violence include, but are not limited to the following:

- All threats or acts of violence occurring on Company or Customer premises, regardless of the relationship between the Company and the parties involved in the incident.
- All threats or acts of violence occurring off the Company premises involving someone who is acting in the capacity of a representative of Company.
- All threats or acts of violence occurring off the Company premises involving an employee of American Staffmark if the threats or acts affect the legitimate interests of the Company.
- Any acts or threats resulting in the conviction of an employee or agent of the Company, or of an individual performing services for the Company on a contract or temporary basis, under any criminal code provision relating to violence or threats of violence which adversely affect the legitimate interests and goals of Staffmark.

Specific examples of conduct which may be considered threats or acts of violence include, but are not limited to the following:

- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates or property with harm.
- The intentional destruction of Company or Customer property.
- Harassing or threatening phone calls.
- Harassing surveillance or stalking.
- The suggestion or intimation that violence is appropriate.
- Unauthorized possession or inappropriate use of firearms or weapons.

Staffmark's prohibition against threats and acts of violence applies to all persons involved in the Company's operation. Violations of this policy by any individual on Staffmark or Customer property, by any individual acting as a representative Staffmark while off Staffmark property, or by any individual acting off of Staffmark property when his/her actions affect the Company's business interests will lead to disciplinary action (up to and including termination) and/or legal action as appropriate. No provision of this policy shall alter the at-will nature of the employment relationship at Staffmark.

Every employee and every person on Staffmark or Customer property is encouraged to report incidents of threats or acts of physical violence of which he/she is aware. The report should be made to your Staffmark Representative, the reporting individual's immediate supervisor, or another supervisory employee if the immediate supervisor is not available. Nothing in this policy alters any other reporting obligation established in Company policies or in state, federal, or other applicable law.



# TEMPORARY EMPLOYEE BENEFITS

Benefit	Benefit Description	Eligibility	Key Dates
Medical, Dental, Vision Insurance Plans/Standard and Term Life Insurance	Coverage includes (but not limited to) Hospital, Doctor's Office, Lab and X-ray, Home Healthcare, Medical Equipment and Supplies, Prescription Drugs, Therapy	Must elect coverage within 30 days of hire date	Open Enrollment Period runs June 1 <sup>st</sup> to July 1 <sup>st</sup> annually (may change slightly from year to year)
401k	Eligible employees can contribute to company 401k savings plan.	Eligible to enroll 30 days after hire date.	Email <a href="mailto:AskBenefits@Staffmark.com">AskBenefits@Staffmark.com</a> or contact your local Staffmark representative for details
Skylight Financial Electronic Debit Card	Eliminates hassle and expense of cashing check, allows an individual without an established bank account the freedom and ease of electronic pay and direct deposit	May enroll at any time during employment	Will receive paper check until electronic deposits begin – in most cases immediate card activation with no delay.
Direct Deposit	Funds deposited directly to your bank account making funds conveniently and quickly available	May enroll at any time during employment	Will receive paper check until electronic deposits begin, typically 2-3 pay periods
FMLA – Family Medical Leave Act	Eligible employees receive up to 12 weeks of unpaid time off for qualifying reasons (with advance notice and certification)	Eligibility begins after one year of employment and 1,250 hours worked in the previous 12 months	None
Holiday Pay	Earn \$\$ for 6 paid holidays	Eligible after you work 1,500 regular hours in rolling 12 months. Must work scheduled day before and day after holiday (customer referred employees not eligible)	Paid holidays are New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day *Hours worked at designated customers not eligible for inclusion
Temporary Referral Bonus	Earn \$\$\$ for every person you refer to us who are seeking temporary and temporary-to-hire positions	Referral programs vary, check with your representative for details.	None
Wage Enhancer	Increase driver wages by 4% OR \$1,000 annually	Paid out once employee achieves 1,500 hours as a driver.	Paid once per calendar year. Accrual begins January 4, 2016 or time of hire, whichever is earlier. Non-driving hours do not qualify for accrual
Kenexa Provelt Software Tutorials	Employees wanting to upgrade their software skills may take advantage of software tutorials in our offices	Must request access and computer time prior to arriving in office	None
Verizon Wireless Discount Program	Sign up with Verizon Wireless and save 15% off of monthly bill and 25% off eligible accessories.	Discount applies to both new and existing Verizon Wireless customers. Must register via <a href="http://www.mystaffmark.com/vzw">www.mystaffmark.com/vzw</a> to receive discount.	None
Payless ShoeSource Discount Program	Receive 15% off the purchase of any item in the Outback Rugged Footwear line at Payless Shoe Source.	Must present coupon at time of purchase. Visit <a href="http://www.mystaffmark.com">www.mystaffmark.com</a> and click on Discounts & Offers, click on the PeoplePerks log-in link and then log in to peopleperk\$, then click on Exclusive Offer header.	None

# STAFFMARK SAFETY

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## **Safety Policy**

Staffmark places a high priority on safety. We are committed to ensuring that all Staffmark employees work under the safest conditions possible. In addition, we believe that you have an obligation to yourself and your family, and your fellow workers to avoid accidents to yourself and others.

Staffmark is committed to providing you with information and training that will equip you to be a safety conscious employee. We encourage you to be aware of your surroundings and report any unsafe work practices that you might encounter.

The rules, policies and procedures contained in the Staffmark Employee Guide are not all-inclusive of what is necessary to keep you safe. The information contained in this guide provides a basic foundation and overview of general safety rules and procedures. If it is necessary, you will receive site-specific safety information or training at the customer location. If you receive information about job and job responsibilities that is different from the description your Staffmark representative gave, or if you do not receive required site-specific safety information or training at the customer location, you should contact your Account Manager immediately.

## **General Safety Rules**

In order to protect yourself from serious injury, you must observe all safety rules, warning signs, and safety instructions including traffic rules and learn to recognize any hazards surrounding your work.

- **Housekeeping** – All work areas must be kept clean, orderly and in sanitary condition. Debris such as broken pallets, plastic, glass and other trash must be disposed of immediately in the proper receptacles.
- **Aisles, Passageways and Exits** must be kept clear of all obstructions. Equipment, products, pallets, and other obstacles must be kept out of aisles except when in transit. Employees are to walk slowly and look ahead to the path of travel to ensure there are no slip or trip hazards.
- **Reporting Potential Hazards** is essential to preventing accidents and injury. If you see an unsafe work condition, report it to your supervisor and Staffmark Account Manager immediately.
- **Personal Protective Equipment** – Employees must use the proper personal protective equipment when their job requires them to work in an area where a recognized hazard exists.
- **Departmental Safety Rules** – Each department you might work in has safety rules specific to the work area. It is important that you familiarize yourself with them before you enter the work place.

## **Safe Lifting Practices**

Staffmark employees are not allowed to lift loads over 70 pounds without assistance. When lifting, always follow these safe lifting practices:

- Always test the weight of the load before lifting.
- Keep the load close to the body, bending at the legs, not the waist. Always maintain the three natural curves in your back.
- Always use your legs and not your back while lifting. Move your feet to avoid twisting while moving objects.
- Always get help with awkward or heavy loads.

# STAFFMARK SAFETY

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## Safe Work Practices for Drivers

- Complete pre and post trip vehicle inspection reports.
- Perform daily housekeeping duties in the cab of the vehicle. Ensure that loose debris does not interfere with the operating controls of the vehicle.
- Drivers are responsible for ensuring secured loads. Flatbed trailers require experienced drivers with knowledge of equipment used for securing loads.
- Do not operate a vehicle or equipment that exceeds the rating of your CDL.
- Staffmark drivers are not permitted to pull liquid tanker trailers or bulk hazardous material loads.
- Use caution when entering and exiting the cab; use the appropriate handholds and steps. Keep three points of contact when climbing into cabs or trailers.
- Unauthorized passengers are not permitted.
- Pets are not allowed to ride at any time.
- Use of the seatbelt is mandatory.
- A hands free device is required to use mobile phone when driving.
- Drivers are responsible for any moving violations issued while driving.
- Speeding is prohibited.
- Speed of the vehicle should be consistent with traffic, weather and visibility conditions.
- Aggressive driving is prohibited.
- Keep a minimum of four seconds distance between vehicles. Increase the distance in adverse conditions.
- Use caution when negotiating curves and turns. Stability of the vehicle is directly affected by the height and weight of the load.
- Use caution when crossing railroad tracks. Vehicles carrying hazardous materials must stop before crossing railroad tracks.
- Be aware of overhead obstructions. Know the height of your vehicle. Proceed slowly under overhead obstructions with less than six inches of clearance.
- Swinging doors must be secured before backing into the dock. Be alert for unsecured swinging doors when backing into the dock. Unsecured swinging doors can damage other vehicles or be damaged when backing into the dock.
- Open trailer doors slowly to avoid being hit by falling freight. Close rollup doors while parked at the dock when possible.
- Do not open rollup doors before you back into the dock.
- Use wheel chocks or dock locking devices when dropping or parking trailers at the dock.
- Do not dolly trailers onto surfaces that will not support the weight of the trailer. Use trailer jacks when required.
- Wear gloves when handling product with sharp edges or splintering wood. The use of safety-toe shoes is recommended when lifting items over 40 pounds. Do not get your fingers caught between objects when handling or securing freight.

## Motor Vehicle Record

Staffmark drivers may not exceed any combination of 3 moving violations or preventable accidents on their Motor Vehicle Record in the past 36 months. Staffmark drivers with the following offenses in the past 7 years will be ineligible to drive:

- Speed contest
- Hit & run
- DUI
- Reckless driving

Drivers with any combination of 3 moving violations or preventable accidents on their Motor Vehicle Record in the past 36 months will be on probation. Exceeding the allowable limit will disqualify the driver from any driving duties.

# STAFFMARK SAFETY

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## Hours of Service (HOS)

Listed below are the Federal Hours of Service (HOS) rules as of January 4, 2004. Each driver is responsible to meet the HOS requirements. Do not accept a driving assignment that will knowingly result in exceeding the HOS requirements outlined below:

Federal Hours of Service Rules (HOS)
11 Hours Driving
14 Consecutive Hours On-Duty (breaks do not extend on-duty time)
10 Consecutive Hours Off-Duty
60/70 in 7/8 Days
34-Hour Restart
30 minute break is required in the first 8 hours of being on duty. Break must be taken between the 4 <sup>th</sup> and 8 <sup>th</sup> hour.

**34-Hour Restart** – Truck drivers may restart a 7/8 consecutive day period after taking 34 or more consecutive hours off-duty.

**16-Hour Exception** – Drivers may extend the 14-hour on-duty period by two additional hours ONLY IF THEY:

- Are released from duty at the normal work reporting location for the previous five duty tours; AND
- Return to their normal work reporting location and are released from duty within 16 hours; AND
- Have not used this exception in the previous six days, except following a 34-hour restart of a 7/8 day period
- Total hours driving MAY NOT EXCEED 11 hours

## 100 Air-Mile Exception Drivers

A driver using the 100 air-mile radius exception is subject to the 11-hour driving time, 12-hour maximum duty period and 10-hour off-duty time requirements. If the driver exceeds a 12-hour maximum duty period, the driver must create a Record of Duty Status (log) for that day.

## Federal Motor Carrier Safety Administration Link

To obtain additional information regarding the Federal Motor Carrier regulations use the link listed below. The Federal Motor Carrier websites contains in-depth information regarding driver qualification requirements, drug and alcohol testing, hours of service regulations, and vehicle requirements. Federal Motor Carrier Link is: <http://www.fmcsa.dot.gov/>

## Restricted Assignments

Staffmark will not accept the loads listed below and Drivers should not accept the assignment:

- Bulk Liquid Tankers
- Bulk Hazardous Materials
- Wide/Oversized Loads
- Steel Coils Over 10,000 Pounds
- Household Goods – Requiring Loading/Unloading
- Transporting People
- Concrete/Redi-Mix
- Compressed Gas Cylinders
- Pesticides
- Trash/Waste Hauling – Residential

*Please contact your Staffmark branch if you are assigned one of the above-referenced loads.*

# STAFFMARK SAFETY

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## Accident Procedures While on the Road

All accidents must be reported. The following steps will be taken by the driver in all applicable cases:

- NEVER leave the scene of an accident.
- Set reflectors based on road conditions and according to Department of Transportation regulations.
- Notify police. If a phone is not available, have a motorist notify the proper authorities. Render assistance, this primarily means moving injured persons from additional danger. Be sure to get names of all witnesses, if person(s) refuse to give you names, take license numbers.
- Keep calm and evaluate the situation. Do not admit guilt or innocence. Do not accuse the other party of being at fault. Do not argue. Be careful of what you say at the scene of the accident and speak only to a uniformed law enforcement officer or emergency medical assistant.
- Do not move the vehicle from the scene of an accident until approved by a uniformed law enforcement officer.
- Immediately notify your Staffmark representative and the customer. Be as specific as to the extent of the injuries or damages if any, number of injured people, number of vehicles involved, condition of tractor, trailer, and cargo, witnesses, time and date of accident, etc.
- Complete the Staffmark Accident Report form.
- Write down every detail you remember concerning the accident, before and after the accident. Submit a copy to the Staffmark branch office.
- Complete the customer's accident report if requested.
- If you are injured, contact a Staffmark representative. This must be done PRIOR to obtaining medical treatment.

Failure to make out an accident report for any accident will be cause for disciplinary action, up to and including termination of employment. In addition, the driver will be liable for any charges filed on personal violations of local, state, or federal laws. All traffic citations must be reported to your Staffmark office immediately following the end of your shift.

## Driver Accident Program

Any preventable property damage incident, whether a moving vehicle is involved or not, will result in disciplinary action. Any driver involved in an accident resulting in a vehicle tow-away or an injury requiring the victim to be transported from the scene to a medical facility will be suspended from driving until a full investigation has been completed. Return to driving status will be determined by the Transportation Safety Department. A driver remediation program will be required to return to full driving status. Drivers involved in a preventable accident resulting in a vehicle tow-away or an injury requiring the victim to be transported from the scene to a medical facility will receive disciplinary action that may include termination.

Additionally, any driver experiencing two preventable accidents in a 24-month time period will be required to complete a driver safety remediation program on their own time. A third incident will receive disciplinary action that may include termination.

A preventable accident will be defined as a motor vehicle accident that a driver should have been able to prevent by using defensive driving skills, obeying all traffic laws and by adjusting for traffic conditions.

# STAFFMARK SAFETY

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## Safety Policy

Staffmark is committed to the safety of its employees. Our goal is to provide you with a safe and healthy environment in which to work; however, this can only be accomplished with your help. Staffmark has provided the following information in order to familiarize you with some of the safety programs, which may pertain to you at work. It is a mandatory condition of employment that you follow all safety rules required by Staffmark and the client company to which you are assigned. The information contained in this guide provides a basic foundation and overview of general safety rules and procedures. The rules, policies and procedures contained in the Staffmark Employee Guide are not all-inclusive of what may be necessary to keep you safe. When necessary, you must receive site-specific safety information or training from the customer at their site. If you receive information about job responsibilities that is different from the description your Staffmark representative provided, or if you do not receive required site-specific safety information or training at the customer location, contact your Staffmark representative immediately.

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*Violations of any of these mandatory safety rules are grounds for termination. Reporting unsafe working conditions will not jeopardize your employment with STAFFMARK. Any injury sustained due to the violation of these safety rules may not be covered by Workers' Compensation.*

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## GENERAL SAFETY PROCEDURES

- **Always** use Personal Protective Equipment where required.
- **Always** pick up all trash and debris in your work area and maintain good housekeeping.
- **Always** prevent slips, trips, and falls by looking ahead for obstructions in your path, reporting all spills to your supervisor, and wearing appropriate footwear with skid-resistant soles.
- **Always** familiarize yourself with departmental safety rules and receive safety training on any new assignment.
- **Always** inspect electrical cords and equipment for frays that can expose live wiring or missing ground prongs on plugs and report any electrical hazards to your supervisor.
- **Always** inspect equipment and tools for damage or defects prior to using it. Report any defects found to your site supervisor immediately and do not use it.
- **Always** report any injuries, incidents or near-miss incidents immediately to your on-site supervisor and Staffmark.
- **Always** report any incidents or near-miss incidents immediately to your on-site supervisor and Staffmark.
- **Always** contact your Staffmark representative if you are asked to work in a confined space.
- **Always** report unsafe working conditions to your On-Site Supervisor and Staffmark Representative.
  
- **Never** lift more than 70 pounds maximum by yourself.
- **Never** wear loose-fitting clothing or jewelry around moving parts or machinery.
- **Never** operate a forklift or other powered industrial vehicle unless you have been permitted to do so by Staffmark and have been trained and certified to do so by the customer facility.
- **Never** work on surfaces over four feet high without railings or fall protection. (Permission must be obtained from Staffmark when working at heights over 8 feet.)
- **Never** operate machinery or power tools which you have not been trained to use.
- **Never** operate machinery without the proper guards and safety devices in place.
- **Never** operate a piece of equipment that appears to be unsafe, damaged or not functioning properly.
- **Never** use chemicals, which you cannot identify or have not been trained to use.
- **Never** enter into horseplay or conduct malicious mischief while on the job site.
- **Never** bring, use, and/or sell illegal drugs or alcohol on company property.
- **Never** bring any type of weapon or firearm to a STAFFMARK office or workplace.

# STAFFMARK SAFETY

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## **CHEMICAL HAZARD COMMUNICATION**

Hazard Communication is mandated by federal law to ensure:

1. All chemicals are evaluated to determine potential hazards
2. The health of every employee is protected
3. Employees are provided with information on the health and physical hazards of materials in the workplace
4. Guidelines are established for the inventory, use, and storage of chemicals

In 2012 OSHA modified the Hazard Communication Standard to align with the **Globally Harmonized System** of Classification and Labeling of Chemicals (**GHS**). This resulted in three major areas of change:

1. Hazard Classification, 2. Labels, and 3. Safety Data Sheets (SDS).

The Hazard Communication Standard requires all employers to have a written program that explains an employee's "right-to-know" what hazardous materials and substances they are exposed to in the workplace. Three major components of the Hazard Communication Standard are training, Safety Data Sheets, and Chemical Labels.

Basic information regarding the Hazard Communication Standard is provided by your Staffmark office. Specific jobsite information and the written program regarding the chemicals used in the workplace of your assignment will be provided by the customer. Jobsite specific information that is to be provided includes site-specific chemicals, location(s) of Safety Data Sheets, and PPE required for the assignment.

All chemicals and substances must contain accurate labels to provide quick information including Product Identifier, Supplier Information, Precautionary Statements, Hazard Pictograms, Signal Word, Hazard Statement, and Supplemental Information. Safety Data Sheets must be on-hand for each chemical in the workplace. Safety Data Sheets as of June 1, 2015 must be uniform with 16 sections and provide detailed information regarding Identification, Hazard(s) Identification, Composition, First-Aid measures, Fire-Fighting measures, Accidental Release Measures, Handling and Storage, Exposure Controls and PPE, Physical and Chemical Properties, Stability and Reactivity, Toxicological information, Ecological Information, Disposal, Transport, Regulatory, and other information sections.










It is important to know both the physical and health hazards associated with any chemical you may work with. A physical hazard involves the physical properties of a chemical and how it acts. A health hazard involves the effects of a chemical on the body, the symptoms of exposure, and the first aid treatment required.

# STAFFMARK SAFETY

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With the implementation of GHS in 2012, OSHA adopted 9 Standard Pictograms to identify chemical hazards.

**HCS Pictograms and Hazards**

<b>Health Hazard</b> 	<b>Flame</b> 	<b>Exclamation Mark</b> 
<b>Gas Cylinder</b> 	<b>Corrosion</b> 	<b>Exploding Bomb</b> 
<b>Flame over Circle</b> 	<b>Environment (Non Mandatory)</b> 	<b>Skull and Crossbones</b> 

Physical hazard can include but are not limited to:

1. Flammable chemicals – give off flammable vapors even at room temperature, the vapors are heavier than air, and a spark can ignite the vapors.
2. Reactive chemicals – produce violent reactions resulting in the release or formation of toxic gases and vapors.

Health hazards can enter the body through inhalation, eye contact, skin absorption/contact, or ingestion and can include but are not limited to:

1. Corrosives – harmful to body tissues through contact
2. Toxic – effect the whole body immediately and can be lethal in significant quantities
3. Irritants – cause redness or dryness to the eyes and skin
4. Sensitizers – cause allergic reactions
5. Carcinogens – substances that can cause cancer

Be sure that your supervisor has reviewed any potential safety and health hazards associated with the chemicals, which you will be using in the workplace. This information must be passed on to you through training, a written program, safety data sheets (SDS) and labels on containers. The safety data sheet will inform you about the chemical, its hazards, and the things you can do to avoid injury or illness. Always read the SDS before you use a chemical.

## **CHEMICAL SPILL RESPONSE**

In the event that there is a chemical spill or release, avoid exposure and contact your site supervisor immediately. Do not attempt to clean up or contain the spill.



# STAFFMARK SAFETY

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## **FIRE PREVENTION AND EMERGENCY ACTION**

You must be made aware of the client company's emergency procedures regarding fire protection and emergency evacuation. **NEVER** use a fire extinguisher without proper instruction. Alert your supervisor immediately when there is a fire. Become familiar with emergency escape routes and exits, who to call if there is a fire, the sound of the emergency notification signals, and where to go after you evacuate the building. It is important to check to see that aisles, passageways, and exits are kept clear. **NEVER** leave the work-site without informing someone of your whereabouts. Always be aware of potential fire hazards when doing your work.

## **PERSONAL PROTECTIVE EQUIPMENT**

Personal protective equipment (PPE) includes all clothing and other work accessories designed to create a barrier against workplace hazards. You must receive training as to the type of PPE to be utilized for the job you are doing, along with the proper way to use, clean, store, maintain and dispose of it. Forms of PPE you may be required to wear on your assignment include:

- Steel-toed shoes must be worn in areas where your feet may be injured, or when required by the client company.
- Hardhats must be worn when working below other workers or under machinery or processes, which might cause materials or objects to fall.
- Hearing protection must be used when exposed to excessive noise.
- Eye and face protection such as safety glasses, chemical goggles, and face shields must be used in order to protect you from exposure to chemicals, radiation, or flying particles.
- Appropriate gloves or other hand protection must be worn when working with chemicals, electrical devices, blood, or objects that may cut or pierce the skin.
- Protective clothing must be worn when welding, using chemicals, or in extreme weather conditions.
- Respirators (air purifying devices) shall only be worn when indicated by your supervisor and permission has been obtained from Staffmark. Respirators are used to reduce the amount of airborne contaminants that you breathe.

Always wear proper attire for your assignment and dress appropriately for the temperature of the work environment. No open toe shoes are permitted at any time. Do not wear loose fitting clothing around any moving parts or equipment. Long hair must be restrained around any type of machinery or moving parts to prevent entanglement. Jewelry, which can get caught in moving parts, such as rings, watches, bracelets, necklaces, etc., is to be removed before working with machinery, equipment or moving parts.

## **FORKLIFTS, CRANES, AND HOISTS**

These are not to be operated unless you are authorized by Staffmark and certified by the company to which you are assigned. Employees must receive Staffmark's general awareness training and written assessment along with the customer's site specific equipment certification and testing, prior to operating forklifts, order pickers or any other powered industrial vehicle.

## **WELDING, HOT WORKS, AND GRINDING**

These actions are not to be conducted unless you are approved to do so by Staffmark. You must receive a written assessment by Staffmark and site-specific training and authorization by the customer.

## **MACHINE OPERATION AND GUARDING**

Unguarded equipment can cause serious injuries. Do not remove or alter guards in any manner and **NEVER** attempt to reach in, under, around, or through a guard to the point of operation. If a machine is not guarded or does not prevent you from reaching the point of danger, report it to your supervisor and STAFFMARK immediately. Do not use any unguarded machinery. **NEVER** operate power tools or machinery without obtaining permission first, and always have the supervisor demonstrate the safe way to operate the equipment. **NEVER** leave a tool or machine running while

# STAFFMARK SAFETY

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unattended. Be sure to control long hair and remove any loose clothing or jewelry, which could become caught in a machine.

## **LOCKOUT/TAGOUT, THE CONTROL OF HAZARDOUS ENERGY & ELECTRICAL SAFETY**

Lockout/Tagout is the process of controlling energy or power sources through the use of locking and tagging devices so that servicing or maintenance operations can be safely conducted on machinery or equipment without the risk of releasing hazardous energy. Power and energy sources must be locked, tagged, or blocked at isolation devices such as switches, fuses, panelboards, or energy storage points whenever personnel are required to bypass machine guards or come into contact with any points-of-operation for activities such as lubricating, cleaning, unjamming, or changing dies. Power sources include but are not limited to electrical, mechanical, hydraulic, pneumatic, chemical, or thermal all of which can be present in active or stored forms. If you are asked to participate in any operations that require Lockout/Tagout, notify your Staffmark Representative immediately.

**NEVER attempt to clean, repair or service a machine while it is in operation.** Do not attempt to start a machine that has a power switch locked or tagged indicating that the equipment is under repair. **NEVER** put your hand or other body part into a machine that has not been deactivated and "locked-out". The lockout procedure must be done by an authorized employee, typically the maintenance supervisor.

Do not use machinery or tools, which have exposed wiring and other electrical parts. Look, to be sure your equipment has the proper electrical grounding, and do not use electrical cords that are not grounded or have frayed wiring. Flexible (extension) cords should only be used for temporary work. Do not route flexible (extension) cords through holes in walls, floors or ceiling and do not pass them through doorways or across aisles where they could cause a tripping hazard or become damaged, unless instructed to do so by your supervisor.

## **LIFTING SAFELY AND ERGONOMICS**

Always test the weight of any load before manually lifting it. When lifting a load by hand, bend your knees, keep your back aligned, maintain balance, and use your leg muscles to do the actual lifting. Keep the load as close to your body as possible. Move your feet to avoid twisting while lifting and be sure that your path is clear. Use material-handling equipment or devices whenever possible and ask for help with heavy or awkward loads. No employee is permitted to lift over seventy pounds without permission from Staffmark. If you are on an assignment that requires you to lift more than what was originally presented in the job description by your Staffmark Representative, please call the branch office immediately.

Be sure to adjust your workstation to fit you and conduct stretching exercises before the start of your shift to prevent minor muscle discomfort or injury.

## **BLOODBORNE PATHOGENS**

Bloodborne Pathogens such as *HIV* and *Hepatitis B* can be transmitted by exposure to an infected individual's blood or other body fluids. For this reason, only properly trained individuals using appropriate personal protective equipment are allowed to respond to injuries in the workplace or participate in work, which will expose them to blood or body fluids. Notify your Staffmark Representative if such information and training is not provided.

## **CONFINED SPACES**

**NEVER** enter a space that is marked Confined Space unless you are authorized and trained to do so. If the space is not marked and you feel that the area is not safe, do not enter. Alert your supervisor and STAFFMARK about your concerns. Examples of such spaces are vaults, pits, manholes, trenches, vessels, tanks and vats.

# STAFFMARK SAFETY

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## **FALL PROTECTION**

Do not enter, walk, or work on open-sided floors, walkways or platforms that are four feet or more above the adjacent floor or ground level unless they contain a guardrail or you are wearing appropriate fall protection. Active fall protection systems include safety harnesses, a lifeline and an anchorage point. No employee is permitted to work on surfaces over eight feet high without permission from STAFFMARK. Slips, trips and falls can be caused by wet surfaces, spills, weather hazards such as ice and snow, cluttered work areas, and poor lighting. These types of accidents are more likely to occur when you are in a hurry, wear the wrong kind of shoes, or do not watch your path of travel.

## **HAND HELD POWER TOOLS**

Before operating any power tool, you must be given the proper training by your site supervisor. These may include pneumatic, cordless or electrically powered tools. Remember to always have the right tool for the job and follow the manufactures instructions on proper usage. Always wear the proper PPE assigned by the customer for the tool you are using. Restrain loose clothing, jewelry and hair before operating any power tools. Always follow safe operating practices, which includes cutting away from yourself, never modifying a tool beyond its original intended purpose, and using the tools thoughtfully and with patience. Carry and store the tools in a way they will not get damaged. Inspect and test a tool before using it. Be sure that the tool is in the off position before connecting the power source. Do not allow cords or air hoses to become trip hazards or come close to the point of operation. Do not use any power tools which are damaged, ungrounded or unguarded. If the use of any power hand tools was not part of your original assignment, contact your local Staffmark branch.

## **Heat Stress**

During the summer months it is important that YOU understand and take measures to prevent suffering a possible heat related injury or illness. Heat related injury/illness means a serious medical condition resulting in the body's inability to cope with a particular heat load, and includes heat rash, heat cramps, heat exhaustion, heat syncope (fainting), and heat stroke. While not all Staffmark assignments may be in a hot environment it is important to work with the site supervisor where you are assigned for any potential safety and health hazards related to heat and follow their direction regarding what to do on hot days. Staffmark has put together the following general awareness tips to help you recognize ways to prevent heat injuries/illnesses...

1. The most important thing to remember is to drink plenty of water **BEFORE** you feel thirsty. Drinking at least four cups (32 oz.) per hour is a good rule of thumb.
2. Keep informed of weather and environmental conditions that are risk factors for heat injury/illness such as air temperature, relative humidity, radiant heat from the sun, ovens, heat and UV indices.
3. You should also consider personal risk factors for heat injury/illness. These factors can include your age, your health, your water, alcohol, and caffeine consumption, and prescription medications.
4. Eat plenty of fruits and vegetables.
5. Avoid consumption of caffeine or alcohol; again drink water instead.
6. Wear light-colored and light weight clothing. Be sure to avoid loose fitting clothing around machinery, moving parts, or where prohibited by the customers dress code.
7. Keep an eye on your co-workers and know the signs of heat injury/illness which include...cramps, headache, dizziness, confusion, decreased level of consciousness, staggering, disorientation, irrational behavior, irritability, cool or clammy skin, red areas on the skin, nausea, and dehydration.
8. Use break times to relax in a cool area. Avoid smoking during breaks.
9. Make every effort to keep air circulating using fans when available.

# STAFFMARK SAFETY

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Finally, you should immediately contact your work site supervisor if you notice any signs or symptoms of possible heat related injury/illness in yourself or in your co workers. Remember to always contact your local Staffmark branch if you have any concerns about heat injury or illness on your assignment.

## **ADMINISTRATIVE/PROFESSIONAL POSITIONS**

- Adjust your work station in order to maintain good posture and avoid bending of the wrist. Keep wrists in a neutral position.
- Move around to prevent stiff muscles.
- When working at a computer terminal, shift eye focus often and tilt the display monitor in order to avoid glare.
- Keep desk and file cabinet drawers closed when not in use to avoid tripping or striking.
- Do not stand on chair, tables, or desks to reach items.
- If any office equipment is not working properly, turn the equipment off and report the hazard to your supervisor immediately.
- Watch for moving parts while using duplicating, copying, and addressing machines to avoid hand injuries. Be especially careful when using paper cutters.
- Do not attempt to move any office equipment or furniture.
- If you are required to enter a production area, be constantly alert for moving machinery and equipment.
- Avoid coming in contact with any moving parts.
- Be sure to read all safety signs posted and wear any designated personal protective equipment.

## **Summary**

This review has been conducted in order to inform you of the potential safety programs and situations which you may need to know while working. The company to which you are assigned is responsible for any additional or specific on-site training or safety regulations. Be sure that your supervisors have answered any and all questions regarding safe work procedures and that you have received on-site instruction on all applicable safety programs before you begin work. Access to personal medical records and relevant exposure monitoring data will be provided upon request if applicable. Your rights and responsibilities regarding the *Occupational Safety and Health Act* are explained in detail in the *Job Safety and Health Protection Notice*, posted in each STAFFMARK office.

## **Injury Reporting Procedures**

Although Staffmark does everything we can to ensure our employees have the information and training to avoid workplace injuries, incidents can still occur. To ensure you receive prompt attention for any workplace injury, please follow these procedures:

1. In the event of an injury, you must report the incident to your Staffmark Representative immediately. This contact should be made prior to receiving any medical attention unless the injury requires emergency medical treatment. Receiving medical attention prior to contacting Staffmark or any other violations of the Injury Reporting Procedures may result in disqualification of workers' compensation benefits and disciplinary action up to and including termination of employment.
2. Upon completion of the paperwork, if medical attention is necessary, your Staffmark Representative will assist you in locating a medical facility. The purpose of these procedures is to ensure that your claim is handled in a timely and accurate manner and to assist you in receiving the necessary treatment and care. If you have questions concerning your claim, please contact your Staffmark Representative or the Staffmark Claims Advocate handling your claim. Your Staffmark Representative will be able to direct you to the appropriate individual in Staffmark's claims department.

# STAFFMARK SAFETY

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**NOTICE: Any person who knowingly presents a false or fraudulent workers' compensation claim will be prosecuted to the fullest extent of the law.**

## **Workers' Compensation Fraud Policy**

Staffmark purchases workers' compensation insurance to cover medical expenses and lost wages if you get injured on the job. Rising insurance costs increase Staffmark's overhead and threaten our ability to compete. Unfortunately, workers' compensation fraud is one reason why the cost of doing business continues to go up. We are determined not to let this fraud impact our ability to provide a cost effective program.

Staffmark's policy is to honor legitimate claims; however, we will report suspected fraudulent claims to our insurer's special investigation unit and other appropriate agencies as necessary. We will assist them in prosecuting any of our employees who commit fraud to the fullest extent of the law.

**We need your help to be successful in achieving this goal. If you suspect someone of committing fraud, you should notify your Staffmark Representative immediately or you can contact the Staffmark Claims Department directly at 888-651-1536 x4800.**

# THE PATHWAY TO SUCCESS

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Whether this is your first experience working as a flexible employee or you are a seasoned veteran, here are some tips to help you succeed on the job!

## DO

- Be on time – give yourself extra time on that first day to ensure an on-time arrival...remember you only get one chance to make a first impression.
- Ask questions – at the time you are given the assignment as well as on the job. The more you know, the better you will do.
- Notify us if your assignment differs from the duties and/or hours that were described to you.
- Dress appropriately for the job and be well groomed. Your Staffmark representative will provide you with the dress code and provide suggestions on what to wear.
- Ensure that you have adequate transportation to get you to and from work as scheduled
- Call at least two hours in advance if you are unable to report to work.
- Stick to your assigned work schedule, including meal periods and rest periods.
- Notify us if you are not being provided with meal and rest periods as required by state law.
- Report any incidents, accidents or delivery issues immediately
- Complete DVIR with the start and end of each trip.
- Keep your log book updated.
- Call in regularly when not working.
- Let us know when your assignment is ending so we can start looking for another one for you.
- Refer your friends and family – we are always looking for more talent.

## DON'T

- Hesitate to call us for anything.
- Miss work – although we do realize things happen from time-to-time we ask that you avoid missing work, either planned or unplanned unless absolutely necessary.
- Discuss a customer's business outside of work.
- Forget to contact your representative should anything change with your work duties, hours, or your assignment.
- Hesitate to contact us when you have any issue or concern about your assignment.
- Forget each branch can be reached at all times.