



TEMPORARY SERVICES. FULL-TIME SOLUTIONS.

## Employee Handbook

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#### **Location**

Personnel Plus  
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#### **Office Hours**

Monday 8:00 a.m. – 5:00 p.m.  
Tuesday 8:00 a.m. – 5:00 p.m.  
Wednesday 8:00 a.m. – 5:00 p.m.  
Thursday 8:00 a.m. – 5:00 p.m.  
Friday 8:00 a.m. – 5:00 p.m.  
Saturday Closed  
Sunday Closed

# Welcome to Personnel Plus

We are pleased that you are joining our team of professionals. Our mission is to develop and implement innovative personnel solutions that achieve the following:

- Provide you with the tools for professional growth in a supportive and challenging work environment.
- Give you access to a variety of rewarding work experiences and potential career opportunities.
- Provide our clients with a consistent pool of talented and professional personnel.
- Enable our clients to reach their business goals by providing cost-effective, time saving resources and support.

Please keep this Handbook as a guide and ready reference throughout your employment here. If you have questions as you read through it, please do not hesitate to discuss them with your Staffing Manager. Your Staffing Manager is a very important source of information and will be more than glad to assist you.

WHILE THIS HANDBOOK IS INTENDED TO ANSWER SOME FREQUENTLY ASKED QUESTIONS ABOUT PERSONNEL PLUS, IT IS NOT INTENDED TO ACT AS AN EMPLOYMENT CONTRACT. PERSONNEL PLUS RESERVES THE RIGHT TO CHANGE ANY OF THE POLICIES CONTAINED IN THIS MANUAL AT ANY TIME WITHOUT NOTICE. THIS GUIDELINE IS NOT A CONTRACT AND NEITHER ALTERS YOUR STATUS AS AN "AT WILL" EMPLOYEE NOR CREATES ANY REQUIREMENT THAT YOU WILL BE DISCIPLINED OR TERMINATED ONLY FOR "ADEQUATE" OR "JUST CAUSE" OR "FOR CAUSE". PERSONNEL PLUS RESERVES THE RIGHT TO DISCIPLINE EMPLOYEES FOR PERFORMANCE AND BEHAVIOR USING MEASURES UP TO AND INCLUDING TERMINATION, AT ITS SOLE DISCRETION.

## Assignments

You are our most vital link to our customer. We are dedicated to your on-going education and development. Not only are we concerned with your skills and experience, but we also want to know about any special requirements you have. Based on information you provide, we try to match you with assignments that address your skills.

When our office calls to offer you an assignment, we will inform you about our client's business, pay rate, working hours, the approximate length of the assignment, skills required, lunch time, parking, dress code, and answer any other questions we can.

Before accepting an assignment, please inform us if you have:

- Any physical limitations which may prevent you from fully performing the requirements of the job. We will work with you and the client to accommodate you in any reasonable way.
- Any conflicting plans.
- Any commitments which may affect the assignment.

We will maintain a competitive wage and benefit program and will seek to provide pleasant and rewarding places for you to work.

You must inform Personnel Plus within 5 working days upon completion of each assignment if you wish to remain on our active working list. You will be responsible for contacting the office periodically for assignments. Personnel Plus will assume you have involuntarily resigned if you do not return telephone messages or if a "disconnected" message results from dialing your number.

Personnel Plus is unable to guarantee any specific or general assignment, location of assignment, or term of assignment. Personnel Plus will contact you when an assignment request is received, which meets or exceeds the requirements that you set forth in your original application. Personnel Plus cannot "hold" an assignment for you. Please be sure to follow up with us as soon as possible when we contact you.

You always have the choice to accept or refuse an assignment. If you accept an assignment, however, you are expected to complete it.

When not on assignment, you must call in for work once a week. Telephone the Personnel Plus office before an assignment ends and the next business day after completing an assignment to determine if there is any other work for you. If you do

not contact Personnel Plus upon completion of an assignment, we will assume that you are not available for work.

## DATE OF HIRE

Your date of hire with Personnel Plus will be the first day of your first assignment.

## FEES

There are never any fees to our employees. If you are asked by one of our clients to go to work for them on a permanent basis, it is your responsibility to let us know, and we will make arrangements with the client.

## PUNCTUALITY & ABSENTEEISM

As with any employer, Personnel Plus expects you to be on time for your assignments. If you are ill or unable to make it to your assignment for any portion of the scheduled hours, please notify Personnel Plus at least one hour before your start time. If you fail to notify Personnel Plus of your absence or tardiness, disciplinary action will be taken, up to and including termination.

## BONDING/HONESTY

Personnel Plus carries a general dishonesty bond for employees. If you commit a dishonest act at a workplace, Personnel Plus may seek legal redress and you will be prosecuted as allowable by law. Due to the sensitive nature of our business, Personnel Plus applicants are subject to drug screening as well as employment, credit, and criminal background checks.

## Pay/Benefits/Bonuses/Vacation

We realize the importance of treating our employees well and are proud to offer you a variety of benefits.

## YOUR PAY

Your pay begins when you report at our client's location, and you will only be paid for actual hours worked. Our pay period is from Sunday through Saturday. Timesheets must be received by Monday at 9:00 a.m. Payday is the Friday following the pay period.

Required federal and local deductions for social security and taxes will be withheld from your paycheck. We pay the employer's portion of Social Security, Unemployment Compensation, Insurance and Workers' Compensation Insurance. All W-2's will be mailed out by January 31st. Any questions or concerns about your pay amount or deductions should be brought to the attention of your Staffing Manager.

## PAYROLL OPTIONS

1. Direct Deposit – Ask your Staffing Manager for an “Authorization Agreement for Direct Deposit” form upon accepting your first assignment.
2. Pick Up at Our Office – Make sure you check “Please Hold” on your timesheet each week. Paychecks may be picked up at our office between 8:00 am and 5:00 pm on Fridays.
3. US Mail – Paychecks are mailed from our office in Thursday's mail.

## OVERTIME

Overtime (time and one-half) will be paid only for hours actually worked at an assigned client location exceeding 40 hours during a normal work week and/or exceeding 12 hours in a workday. Overtime must be pre-approved by your on-site supervisor.

## LOST PAYROLL CHECKS

We cannot be responsible for the timeliness or accuracy of the postal service. Therefore, if your paycheck is delayed or lost in the mail, we will reissue your check ten days from the date of issue. If you request a stop payment before the waiting period is complete, you will be responsible for the stop payment fee.

## PAID HOLIDAYS

To be eligible for a paid holiday you must meet two requirements set forth by Personnel Plus:

- Work 800 hours in the 12 months prior to the holiday.
- Work both the day before and the day after the holiday.

Paid holidays include:

New Year's Day	Memorial Day	Independence Day
Labor Day	Thanksgiving Day	Christmas Day

Personnel Plus paid holiday program does not apply to our Payroll Service employees.

### VACATION PAY PLAN

You will receive 40 hours vacation for each 1500 hours worked within a calendar year, January 1st through December 31st. The vacation pay rate will be your average pay earned during the 1500 hours. (Payroll Service employees are not eligible for vacation pay.) You are responsible for contacting our office when you have qualified for vacation pay.

- It is the employee's responsibility to keep track of hours accumulated for vacation and holiday pay. Once you are eligible, inform a Staffing Manager and they will verify your hours.
- On your time sheet, mark holiday pay for the hours that you normally work. This should not exceed 8 hours.
- Holiday or vacation pay will be paid at the rate of your current assignment with Personnel Plus.
- You must claim your vacation pay within six months of earning it or prior to termination, or it will be forfeited.
- You must call at least two weeks in advance with your vacation request so we are able to give the client adequate notice.
- It is your responsibility to submit a time sheet reflecting your vacation hours.

### TEMP-TO-HIRE POLICY

"Temp-to-Hire" is the arrangement whereby you work as a temporary employee for a stipulated period of time. After that time, if you and our client agree, you may become eligible for a position as an employee of that company. Please contact Personnel Plus immediately if you are offered employment with our client. We will make the necessary arrangements.

### WORKERS' COMPENSATION

Personnel Plus is your employer and has designated a primary provider for all work related injuries.

In the event you are injured on the job, you need to contact Personnel Plus immediately. We will direct you to the nearest medical provider facility. In a life or limb-threatening emergency, go to the nearest medical facility. If an unauthorized medical provider treats you, you may be responsible for payment of said treatment. Compensation benefits (time loss) may be reduced by 50% for willful violation of established safety rules or alcohol and drug use. You are required to come into the Personnel Plus office within 48 hours after treatment to fill out a report of injury. If you feel you are in an unsafe environment, please contact Personnel Plus immediately.

### JURY & MILITARY LEAVE OF ABSENCE

Employees who require time off from work to fulfill jury or military duties will be treated in accordance with applicable requirements of state and federal law. Unpaid leave will be provided when required. You are expected to notify your Staffing Manager of upcoming jury or military duty by providing him or her with a copy of your notice or orders as soon as possible.

### SOCIAL SECURITY INSURANCE

Under the Federal Insurance Contributions Act, better known as the Social Security Act, Personnel Plus is required to deduct a percentage of your pay, match it with an equal amount from Personnel Plus, and send it to the government to be deposited in your Social Security account. If you are not familiar with the retirement and disability benefits provided under Social Security, check with your local Social Security office for a more complete explanation.

### REFER-A-FRIEND BONUS

You can earn a referral bonus by simply referring a friend to Personnel Plus. You will be paid when that applicant works at least 40 hours for Personnel Plus.

### REFER-A-COMPANY

You could earn a referral bonus by referring a company to Personnel Plus. You will be paid when the company you refer has paid for 80 hours of our temporary services.

### SKILLS ENHANCEMENT

Personnel Plus provides a variety of tutorial and software training programs for qualified employees. There is no cost to you. These training programs are available to you after completion of your first assignment. These are updated often, so

we are able to offer the newest versions of software. Since your hourly wage is based on the skills required for each assignment, it is to your advantage to enhance or learn new skills to increase your eligibility for better paying assignments. For additional information and details, please see your Staffing Manager.

## 401 (K) PLAN

The Personnel Plus 401 (k) Plan is offered through Transamerica Retirement Services. By enabling you to put tax-deferred dollars away for a long-term investment, our 401 (k) Plan helps you plan for future financial security. Personnel Plus matches a portion of your contribution.

To enroll in our 401 (k) Plan, you must meet two requirements set forth by Personnel Plus.

- You have to work for one full year from your date of hire.
- You have to work a minimum of 1000 hours in that year.

Your Personnel Plus 401 (k) Plan offers multiple savings and investment options. For specific details, contact a Staffing Manager.

## Company Policies

By accepting employment with Personnel Plus you are agreeing to abide by the following terms and conditions. Please thoroughly familiarize yourself with these policies and implement them in your daily work routine. Your adherence to Personnel Plus policies will help to ensure a more efficient, productive and pleasant experience for you, your co-workers and our clients.

General Guidelines:

1. Observe company rules regarding hours, breaks, dress code, smoking, beverages at the desk, etc.
2. Be friendly, positive and flexible. These are great assets for getting cooperation from others. Your attitude is one of your selling skills. A satisfied client will ask for you on future assignments.
3. Be certain to ask job-related questions to clearly understand your assignment.
4. Accept directions and suggestions as positive guidance to doing a better job.
5. Volunteer to do more. If you finish your work, ask if there is something else you can do.
6. Proofread your work. It's better to catch your own errors.
7. Personal phone calls and use of company equipment should be kept to a minimum. Make personal phone calls and visits to/from family or friends on your personal time.
8. Personal cell phone usage and text messaging is not permitted while at work. Cell phones must be turned off or on vibrate and can not be visible at your workplace.
9. All Internet capabilities at the worksite are to be utilized only if necessary for your assignment. No personal searches, nor any personal emails or website surfing are allowed.
10. Any questions regarding a Temp-to-Hire needs to go through your Staffing Manager at Personnel Plus. Do not apply for any internal worksite positions prior to speaking with your Staffing Manager at Personnel Plus.

The following list is not all-inclusive. If you have any questions about what we expect of you as one of our employees, please contact a Staffing Manager. In addition, we expect all our employees to comply with the rules and policies established by the client at which they are working. Any violation of Personnel Plus or client policies may result in disciplinary action, up to and including termination.

## EQUAL OPPORTUNITY EMPLOYER

The success of Personnel Plus depends on our ability to attract and retain the best employees. We are committed to the policy of recruitment, employment and promotion and comply with all applicable federal, state, and local laws.

It is our policy to employ, retain, promote, terminate and otherwise treat all employees and job applicants on the basis of merit, qualifications and competence.

Personnel Plus complies with both the letter and spirit of the law in prohibiting discrimination in hiring, promotion, discharge, pay, or benefits. Personnel Plus does not discriminate upon national origin, age, sex, religion, race, or physical and/or other handicap. Any and all decisions in any aspect of employment are made based upon a combination of factors, including, but not limited to: skills, training, education, experience, competence, YOUR location preferences, times, dates,

etc. of assignments, and the current and anticipated future needs of Personnel Plus.

## CONFIDENTIALITY

Personnel Plus requires that you respect the confidentiality of any information concerning client and client's customers, but not limited to, operations, business concepts or financial information, as well as policies and procedures. Employees must not disclose or use such information either directly or indirectly other than for company purpose. You may not discuss client or client customer information outside of the company, and may not remove anything from the company premises.

Do not discuss your hourly pay rate on assignment. This is considered private and confidential information between you and Personnel Plus.

Violation of this guideline is extremely serious misconduct for which Personnel Plus reserves the right to impose disciplinary action, up to and including termination.

## ANTI-HARASSMENT GUIDELINES

In compliance with applicable law, Personnel Plus prohibits any employee from making, as a condition of any person's employment, unwelcome sexual advances or requests for sexual favors, or other verbal or physical conduct of a sexual nature; using a person's submission to or rejection of such conduct as the basis for or as a factor in any employment decision; or otherwise creating an intimidating, hostile or offensive working environment by such conduct. This prohibition includes, but is not limited to, the telling of "dirty" jokes in the workplace or during working hours, reference to co-workers by derogatory sexual terms or other conduct which reasonably could be construed by another employee as creating or contributing to the degrading, threatening or otherwise offensive or hostile remarks, graffiti, jokes, posters, writing, gestures, actions or other communications are strictly prohibited, as are racial, ethnic or religious "jokes" or slurs, or any other communications or conduct disparaging or downgrading any racial minority, ethnic or religious group.

Harassment is extremely serious misconduct, as is filing a false statement that harassment has occurred, and may result in disciplinary action, up to and including termination. Harassment may also subject the harasser to personal, legal and financial liability.

If you believe that you have been harassed or observe harassment of another employee, report the incident to your on-site supervisor or to a member of the Personnel Plus management team. You should not attempt to resolve incidents you observe or hear about from others, but are expected to first report the matter promptly.

To the highest extent possible, any investigation will be handled in confidence. However, Personnel Plus cannot promise anonymity to persons who report harassment. Personnel Plus will not tolerate retaliation against any individual who brings a harassment complaint in good faith.

Employees have the right to file charges concerning certain forms of harassment, including sexual and racial harassment, with the Equal Employment Opportunity Commission, a federal agency, and the Colorado Civil Rights Division, a state agency.

## PERSONAL APPEARANCE

The majority of assignments you will be placed on require professional, neat and clean dress attire and we expect that you will abide by this standard. If you have any questions regarding appropriate professional attire, please call Personnel Plus.

## COMMITMENT

We will make every effort to inform you of all requirements before you accept each assignment. Once you have accepted an assignment, the client will be provided with your name. We expect you to report at the scheduled time each day until the assignment is completed.

## COMMUNICATION

As your employer, it is important that we maintain accurate and current personnel records. It is your responsibility to notify us in writing of any personal changes such as address, telephone number, etc. Unless otherwise notified, Personnel Plus will mail your W-2 and all correspondence to the current address we have on file for you.

## CHANGE OF DUTIES

If you are asked to perform functions that were not specified at the beginning of your assignment, and you feel confident in your ability to perform those tasks, please do so with the approval of your supervisor. Please remember to notify

Personnel Plus of any changes in your job duties, as this may affect your current pay rate.

## PROBLEMS

If you experience any problems or have issues with a particular assignment, Personnel Plus can help. Please call a Staffing Manager immediately. You are expected to treat our clients, your co-workers and supervisors with respect and courtesy. Each institution has its own policies and procedures; you should make yourself knowledgeable of, and follow, those specific policies and procedures.

## CALL IN PROCEDURES

**Call Personnel Plus: (303) 694-6233**

Please notify us weekly of your availability for work.

### **And Keep in Touch:**

Personnel Plus maintains a 24 hour telephone service for your convenience. Please call us when...

- You are going to be late or cannot get to your assignment.
- You are asked to work overtime.
- You are offered a permanent position by the client company.